



The Challenge

University of Hawai'i Federal Credit Union (UHFCU) ran their KeyStone core processing platform in-house for more than three years, and they faced two challenges: It was difficult to retain the highly experienced IT team they needed to run their core operations because the competition courted away top talent and replacement personnel with KeyStone expertise were difficult to find. Simultaneously, UHFCU's Las Vegas-based disaster recovery solution provider was acquired, and its basic hosting services costs were escalating.

The Solution

UHFCU conducted a search for a new disaster recovery provider. In addition to evaluating traditional rack space providers, they asked Corelation to recommend providers familiar with KeyStone and credit unions. Enter SwitchThink Solutions. "It's hard to explain how much of a difference SwitchThink's expertise makes when troubleshooting issues and optimizing the platform for maximum productivity. The other providers didn't even know what they didn't know; it was unsettling," said UHFCU chief executive officer, Travis Bow. "Its importance was something we knew inherently from running the system ourselves."

"From the first dialog, it was clear SwitchThink's domain knowledge of KeyStone was unique among providers, even those with credit union experience."

- **Travis Bow**
UHFCU, CEO

As the SwitchThink and UHFCU teams worked together, UHFCU grew increasingly impressed by SwitchThink's experts and our world-class data center and private cloud environment, tailor-made for KeyStone credit unions. Bow saw an opportunity to not only solve UHFCU's disaster recovery challenge but to tackle their staffing challenges as well. By outsourcing their production environment along with disaster recovery to SwitchThink, UHFCU could eliminate the need for specialized core resources and refocus its IT team on other priority projects.

There was just one hurdle. "We'd always been an in-house shop. Control was important to us, so our leadership team had never considered outsourcing our production environment before," Bow explained. "But the more we learned about the SwitchThink Managed Services model, the more we understood we could keep control over our



operational business decisions while eliminating non-strategic tasks. It was the best of both worlds.”

The Results

Since completing the migration, UHFCU has experienced the value of moving to the SwitchThink Cloud. They immediately improved their security, compliance, and business continuity postures – including core uptime – and achieved significant productivity gains. SwitchThink also simplified the configuring and maintaining of UHFCU’s environment. And UHFCU is reaping the benefits of access to KeyStone experts for help with both application and operational best practice implementation as well as SwitchThink’s continuous technology investments to maintain and improve our cloud infrastructure, all at a lesser cost than UHFCU’s prior spend.

As a result, UHFCU reallocated resource dollars equal to two full-time people toward more strategic work, like online account opening, mobile banking enhancements, and more member self-service options – improving IT employee satisfaction and accelerating delivery of digital services members wanted. “Even factoring in our partner expense, we can afford to do more than we could before,” Bow added. Outsourcing also minimized UHFCU’s financial and operational impacts during the COVID-19 pandemic.

“We didn’t realize just how much time we were losing ‘keeping the lights on. Our month-ends were previously all-consuming, all-hands-on-deck affairs. Now they’re non-events. SwitchThink also eliminated our need to worry about on-going infrastructure maintenance.”

Travis Bow
UHFCU, CEO

The partnership continues to strengthen. SwitchThink now supports all UHFCU’s enterprise applications out of the SwitchThink Cloud, including cash flow management, Check 21 processing; print servers; authentication; log management and reporting; interactive voice response; and document imaging. Bow summarizes the SwitchThink partnership like this: “I couldn’t imagine us without SwitchThink. They’re a part of what we are and what we do now. We wouldn’t change a thing!”



Connect with Us

SwitchThink is a forward-thinking Credit Union Service Organization (CUSO) dedicated to empowering credit unions with cutting-edge technology solutions and professional IT expertise that simplify complexities, enhance efficiency and accelerate growth while ensuring robust security, compliance and risk management practices.

As credit union professionals dedicated to optimizing and expanding KeyStone's capabilities – and supporting it's surrounding enterprise application ecosystem – we've developed deep domain expertise in the areas of conversion, development, cloud hosting, value-added solutions, operational best practices and comprehensive risk mitigation strategies. Leverage our knowledge to unlock new strategic possibilities for your credit union through continuous performance improvement, rapid innovation and a steadfast commitment to safeguarding your operations.

SwitchThink Solutions

General Inquiries: (602) 335-3500

Email: sales@switchthink.com