

## CASE STUDY

### University of Hawai'i FCU Improves Reliability and Tech Employee Satisfaction Through Managed Services Cloud Outsourcing

#### 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. "From the first dialog, it was clear SwitchThink's domain knowledge of **KeyStone** was unique among providers, even those with credit union experience. The others didn't even know what they didn't know; it was unsettling," said UHFCU chief executive officer, Travis Bow. "It's hard to explain how much of a difference that expertise makes when troubleshooting issues and optimizing the platform for maximum productivity. Its importance was something we knew inherently from running the system ourselves," Bow continued.

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.

"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," says Bow. "SwitchThink also eliminated our need to worry about on-going infrastructure maintenance."

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.

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!"

## Learn More

Contact SwitchThink today at (602) 335-3500 or via email at [sales@switchthink.com](mailto:sales@switchthink.com) to talk with our Cloud Solutions team about your outsourcing needs.

## About University of Hawaii FCU

Celebrating over 60 years of service, UHFCU is a federally chartered credit union with over \$800 million in assets that serves nearly 33,000 faculty, staff, students, and alumni association members of the University of Hawaii system statewide. It was named a finalist for "Hawai'i's Best" by the Star-Advertiser as well as "Best Bank" by University of Hawaii students and is looking forward to serving the University system for years to come.

UHFCU's main office is located at 2019 S. King Street (at the corner of McCully and King), with additional branches on the UH Mānoa Campus, UH West Oahu campus, and Leahi Hospital. It also provides access to members at over 50 Shared Branch locations and more than 375 surcharge-free ATMs throughout Hawai'i. Learn more at [www.uhfcu.com](http://www.uhfcu.com).

## About Us

SwitchThink Solutions is an IT Services CUSO formed in partnership with Corelation. As credit union professionals dedicated to optimizing & expanding **KeyStone's** capabilities for our clients, we've developed deep domain expertise in the areas of conversion, development, cloud hosting, & operational best practices. Leverage our knowledge to unlock new strategic possibilities through performance improvement & rapid innovation.

Services include managed & infrastructure cloud solutions; disaster recovery as a service; development & consulting services; & conversion support services, all specifically designed for credit unions. Whether you're an existing user or preparing for implementation, let our experts help you rapidly apply the transformational powers of **KeyStone** & Cloud Computing. Rethink what's possible with SwitchThink. [www.switchthink.com](http://www.switchthink.com)

