Executive Summary

Lone Star Credit Union is endeavoring to be an industry leading financial provider for their community, but outdated technology and systems were keeping them from meeting their members needs and wants. They needed to move to a new core financial system that would allow them to connect to the new options that their members expected such as mobile banking, chip cards, and contactless payments. However, their infrastructure was not ready to support the new core or the infrastructure surrounding it. Pure IT Credit Union Services was able to assess the current environment, provide remediation steps, design several options for a new infrastructure, deploy that infrastructure choice, and provide full managed services to maintain peak efficiency. Now Lone Star Credit Union is not only able to meet the current demands of its members but it is poised for a new vision of the future that was never before open to them.

Lone Star Credit Union was originally chartered in 1967 for the employees of Lone Star Gas as Lone Star Gas Employees Federal Credit Union. In the 1970's they became Enserch Federal Credit Union when Lone Star Gas became a subsidiary of Enserch. In 2000, after the acquisition of Enserch by TXU they became an independent institution as Lone Star Credit Union, a state chartered community credit union serving Dallas and surrounding counties.

Challenges

Lone Star Credit Union's 11,000 members have certain expectations today from their financial institution. With a core system that was developed in the 70's, the connections for such services we have available today were not even dreamt of yet. Besides the issues of connecting to other applications, the current system was very inefficient. With a deposit receipt taking 45 seconds to print and loan documents taking upwards of 45 minutes to prepare, the membership was not being serviced efficiently. These business critical issues led the Credit Union to move to a new core processing system. According to Lone Star's COO/CIO Becky Reed, "We wanted to offer our members flexibility. With our existing core system, we could only offer what the system was able to do. Today's members expect us to be able to cater to their needs and create products and services that are not cookie cutter."

Though they decided to outsource the hosting of the core system for compliance and other reasons, the ecosystem that surrounded that core needed to be updated. They needed someone to assess the infrastructure to explain what needed to be fixed. As Reed puts it, "We knew we needed to fix a lot but what should be the priority? How much will it cost? What do we keep and what do we replace?" Their first attempt at an assessment did not provide them with the answers to the questions but simply a boilerplate recommendation to purchase more services. That is when Lone Star Credit Union reached out to Pure IT Credit Union Solutions.

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How Pure IT Helped

Pure IT Credit Union Services assembled their experienced team to come in and assess the current environment and provide real answers to the questions. The Pure IT team was able to guide Lone Star Credit Union through the process and understand that Reed's vision of the future was not simply "Pie in the Sky" but it could really happen. The team at Pure IT showed Lone Star Credit Union five different options that enabled them to see the real costs, benefits, and challenges with each solution from building an infrastructure the traditional way with individual servers and IT personnel to support that environment through Lone Star's final choice of a fully hyperconverged virtualized environment with outside support through Managed Services. This project allowed Lone Star Credit Union to make an informed decision.

"The hyperconverged solution that we chose was not the least costly solution," says Reed. "Money in each option would be spent in different places but the cost differences between them was not that much, especially when compared to the benefits."

Not only did the Pure IT team provide options and an architecture for the future, but they provided remediation and implementation services to ensure that Lone Star was successful. Remediation of many outstanding issues that were ongoing within their current environment (upgrades for services like Exchange, migration of SQL databases, and a network redesign) were necessary so that Lone Star could prepare for a migration to the new environment from legacy hardware and operating systems while still keeping the daily efforts of the business running. "I could have never done this work without Pure IT," says Reed. "We would have never been able to afford the caliber of people that Pure IT brought in to resolve these issues."

Lone Star's employees and vendors were not familiar with a completely virtualized private cloud environment. Pure IT provided both the implementation and training of both employees and third party software vendors on the Pure IT Micro-Cloud environment that Pure IT put into place. Pure IT spent countless hours with the third party vendors to show them how their products would work within a virtual environment. In the end, each vendor has been given their own virtual server with the exact specifications, operating system version, and requirements that each application requires. This was not possible in the past with separate physical servers.

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Results, ROI, Future Plans

The new infrastructure that Pure IT Credit Union Services implemented at Lone Star Credit Union has fundamentally altered their business. From an employee perspective, trying to service members was very difficult. Besides the latency that existed in the systems there was simply no reliability. Employees using the old systems expected to reboot their desktops and terminals 2-3 times per day and that if there was a power outage at the Dallas office then every branch would be down. Now, they have a lightning fast system with desktops that are stable, fast, and reliable. All of the patches for the systems are done in one central environment where security can be managed by policy versus the need to touch each desktop. This solution provides a more reliable and efficient environment for employees to service the members.

Though there are many behind-the-scenes changes members do not see, they still have noticed substantial improvements. They have really noted and appreciated the stability and performance changes that have happened on every system they interface with whether through a teller, loan officer, online, or over the phone. Without these changes, the move to a new core system would not have been possible. Lone Star Credit Union's President and CEO, Jerry Clancy says, "In over 23 years as a Credit Union CEO, the improvements that Pure IT made have enabled us to truly serve our members more than anything I have ever experienced before." With updates to both the infrastructure and the core system, members will now be able to have customized checking or savings accounts versus using the one that was previously available. Now new services can be created and tailored to the habits and preferences of the membership. With all of the new technologies that have become available over the

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past few years, members expect to access financial services in completely different ways that now become available to them at Lone Star.

Overall, Lone Star Credit Union can now grow and scale without increasing cost. They have a utility computing model that allows for growth at a fixed cost. Disaster Recovery has been fundamentally altered and their systems are always running and available. With a virtualized environment Lone Star can now securely go to places where their members are living and working without having to build a location. In the past, members always had to visit a brick and mortar branch versus Lone Star going out into the community they serve. With this system, Lone Star Credit Union can now take a tablet and securely provide services from a library, community center, retirement center, or even a window at a grocery store all without increasing their costs!

Reed sums it all up, "I had a vision but not the technical know-how to implement that vision. Pure IT listened to my vision and was my partner in helping me decide the direction we needed to go. They were able to put the options into layman's terms to explain to my Executive Team and the Board. They are trustworthy and honest, which meant a lot to me, but most of all - they are my partners."

Let Pure IT Credit Union Services see how they can help your institution meet the needs of your members. Call us today at **(281)-251-9700** or visit our website at **pureITCUSO.com**.