

# CUSTOMER STORY

## Extra Credit Union Chooses Remote Monitoring and Management Platform from US Signal

*Additional Disaster Recovery-as-a-Service and Backup-as-a-Service solutions deployed alongside cloud and network connectivity*

### Sites/Locations

Two branches in South Macomb County, East Michigan

### Applications Protected

Microsoft Office 365 for Email and Sharepoint

### US Signal Services

Remote Monitoring and Management  
Disaster Recovery-as-a-Service  
Backup-as-a-Service  
Cloud Services

### Challenges

- + No true redundancy or failover plan in case of a disaster or outage
- + High cost in running IT infrastructure could divert focus and financial resources from core community source work
- + Maintaining compliance with Department of Insurance and Financial Services

### Solution

- + US Signal's Remote Monitoring and Management (RMM) platform in combination with US Signal's Disaster Recovery-as-a-Service, Backup-as-a-Service and Cloud solutions

## EXECUTIVE OVERVIEW

Extra Credit Union selected US Signal to manage its network and virtual server endpoints with its Remote Monitoring and Management platform. The organization's IT manager now receives email alerts from the US Signal managed services team prior to exceeding any of the pre-agreed performance metric thresholds. This allows potential risks that could lead to downtime to be addressed before there is a serious problem.

In addition, US Signal provides Extra Credit Union with backup and disaster recovery solutions in the cloud. In combination, these services provide geographically diverse storage and recovery for the organization's IT infrastructure, while ensuring its production environment is continuously replicated between two US Signal virtual data centers. Extra Credit Union has also migrated its IT infrastructure to US Signal's network powered and enterprise grade cloud, giving it the agility to scale its compute, memory and storage when necessary.



# US SIGNAL RESULTS

- + Increased IT department productivity freeing staff from dealing with time intensive patch management, antivirus software updates and basic system administration responsibilities
- + Reduced endpoint and server downtime due to improved IT system visibility and proactive network management capabilities
- + True network redundancy and a defined disaster recovery and business continuity plan that maintains compliance with Department of Insurance and Financial Services regulations
- + Cloud-based infrastructure cut IT capital expenditures by 30-40 percent

“We have been working with US Signal for over 18 months and, during that time, they have truly become an extension of our IT team. Their tailored approach to RMM has removed complex and time-consuming tasks from our IT staff and made it simple to understand and operate our network on a day to day basis. As a result, we are free to focus on our core business with far fewer IT-related worries.”

- Paul Shammass,  
IT Consultant at Extra Credit Union



**Extra Credit Union is a not-for-profit banking institution operating in the Michigan counties of Macomb, Oakland, Wayne, and St. Clair, serving over 20,000 members.**



It has been providing solution-based lending and credit education programs since 1954 and relies on its IT systems to ensure seamless operations and uninterrupted services - running them with maximum financial efficiency to give the best possible value to its members.

Extra Credit Union was seeking a new IT Services provider with strong, proven financial sector expertise and an understanding of local cultural values. The organization also wanted to reduce costs within their IT Infrastructure and ultimately work in close partnership with its selected provider to develop a robust business continuity and disaster recovery plan. As a financial services provider, it was vital that any solution deployed at Extra Credit Union met the strict compliance standards set by the Department of Insurance and Financial Services.

After assessing a number of vendors and service providers, Extra Credit Union selected US Signal to implement its Remote Monitoring and Management (RMM) platform in combination with its Disaster Recovery-as-a-Service, Backup-as-a-Service and Cloud offerings. US Signal's RMM platform monitors thresholds on key network performance metrics such as CPU usage, connectivity speeds and storage space. The US Signal managed services team will provide email alerts automatically when thresholds are exceeded far in advance allowing potential risks to be addressed before they become serious problems.

US Signal's RMM platform also automates many of Extra Credit Union's most common system management tasks such as auto-reboots and file clean-ups, while completing antivirus software updates and patch management functionality. It also quarantines or deletes viruses and other forms of malware without requiring IT staff involvement.

As such, US Signal's RMM platform is instrumental in helping Extra Credit Union maintain a proactive rather than reactive approach to IT management and enables the organization to handle a complex infrastructure with a single part time IT manager. Consequently, budget that would have had to be spent on full time employees has been reallocated to recruiting more lending and financial staff - enabling Extra Credit Union to deliver value to its members and focus on its core operations.

Keen to further enhance its network resilience and disaster recovery capabilities, Extra Credit Union now uses US Signal's Backup-as-a-Service to provide offsite storage in the cloud. In addition, Extra Credit Union's Primary production environment is continuously replicated between two US Signal diverse virtual data centers. If a power outage occurs or a fiber connection is cut to one datacenter, the system fails over immediately to the other datacenter. Extra Credit Union can now say with confidence that it has a high availability environment with a robust disaster recovery and business continuity plan - one that adheres to strict compliance standards set by the Department of Insurance and Financial Services.



As part of a wider project, Extra Credit Union migrated its tier 1 applications to US Signal's network powered and enterprise grade cloud. Extra Credit Union was assigned a dedicated project and implementation manager who provided weekly updates during each phase of the onboarding process, supporting Extra Credit Union through a hitch free migration with zero downtime. Now Extra Credit Union can scale its compute, memory and storage as and when necessary. As a result, Extra Credit Union has saved 30-40 percent year over year.

Extra Credit Union and US Signal continue to work in close partnership, with strong trust levels and mutual respect on both sides. As a client, Extra Credit Union places a high value on US Signal's 'can do' attitude, its expert staff and ongoing commitment to deliver exceptional IT services - allowing it to focus on helping the local community with its financial needs.

## — ABOUT US SIGNAL

US Signal is a leading data center services provider, offering secure, reliable network, cloud hosting, colocation, data protection, and disaster recovery services — all powered by its expansive, robust fiber network. US Signal also helps customers optimize their IT resources through the provision of managed services and professional services. [ussignal.com](http://ussignal.com)

## — ABOUT EXTRA CREDIT UNION

Extra Credit Union was founded in 1954 by a group of educators to support students and teachers. Today, with two full-service offices in Warren and Sterling Heights, Mich., Extra Credit Union has more than 20,000 members and \$221 million in assets. Extra Credit Union provides hands-on learning, financial fundamentals and customized services to support people in the Michigan counties of Macomb, Oakland, Wayne, and St. Clair. In addition, Extra Credit Union provides solution-based lending and credit education programs to open lending possibilities to people of all credit backgrounds. It is the only credit union in Southeast Michigan to offer a certified K-12 financial curriculum. [extracreditunion.org](http://extracreditunion.org)