

## CASE STUDY

### University of Hawai'i FCU Elevates Their Enterprise to the Cloud

#### The Challenge

Facing ever-increasing cybersecurity threats, business continuity demands, and growing member expectations, University of Hawai'i Federal Credit Union's (UHFCU) leaders made a thoughtful decision to relocate the enterprise applications they hosted on the islands – including cash flow management; Check 21 processing; print servers; authentication; log management and reporting; interactive voice response; and document imaging – into the cloud to improve disaster recovery, security, and compliance.

At the same time, they wanted to use the move to free up more of its valuable IT team time to work on strategic and member-centric initiatives, just as they were able to do when they migrated their **KeyStone** core platform to the SwitchThink Solutions Cloud. Public cloud providers (Azure, AWS, Google) were an option, but they couldn't eliminate the IT team's responsibility to secure, maintain, and operate the applications hosted there.

Public clouds also require the use of proprietary tools to conduct daily maintenance and operational activities. This meant the IT team would have to train and maintain specialized resources. UHFCU needed a better solution to reduce their IT team burdens.

#### The Solution

UHFCU chose to leverage SwitchThink's cloud environment and operational expertise to manage its enterprise applications. We provisioned and configured the devices to meet UHFCU's needs and secured them in our world-class data centers. The migration was completed more quickly and easily than any public cloud option because the SwitchThink Cloud is ready-built to meet credit union compliance and security requirements "out of the box", and there are no specialized tools for the credit union to learn.

SwitchThink also allows credit union leaders to choose the types of daily infrastructure management and operations responsibility to shift to us. UHFCU selected a fully managed services model to maximize the time their IT team could reallocate to other projects.

#### The Results

Since implementing, UHFCU has improved its disaster recovery, security and compliance posture; simplified the daily management of their environment; reduced vendor and infrastructure management costs by aggregating services in the hands of a single, trusted partner; and improved their bottom line. UHFCU's enterprise applications now receive the same security, backup and recovery, compliance, and service level agreements as their **KeyStone** core (also housed in the SwitchThink Cloud) at a fraction of what public clouds charge for significantly less service. And they are protected against the potential for runaway costs common with other clouds thanks to SwitchThink's simple, easy-to-budget pricing.

UHFCU is also reaping the continuous benefit of access to cloud and industry experts for help with both application and operational best practice implementation and third-party incident management. The value UHFCU receives will continue to grow. SwitchThink constantly evaluates and implements new technology to ensure best-in-class performance and to further secure our clients. For example, a recently added technology protects UHFCU from ransomware attacks, an investment that would have been cost prohibitive for the credit union alone.

Most importantly, UHFCU has successfully increased the amount of their tech teams' time dedicated to more rewarding work that helps the credit union grow and be recognized as a best credit union locally and nationally.

"Employees can't be tied up keeping the lights on instead of serving members," said Travis Bow, UHFCU chief executive officer. "Having SwitchThink as a trusted partner has helped us offer members state-of-the-art banking and convenience."

### Learn More

Contact SwitchThink today, (602) 335-3500 or [sales@switchthink.com](mailto:sales@switchthink.com), to discuss your cloud and infrastructure needs with our Enterprise Cloud Solutions team.

### About University of Hawai'i 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 transformation powers of **KeyStone** and cloud computing. Rethink what's possible with SwitchThink. [www.switchthink.com](http://www.switchthink.com)