

### Massachusetts State Employees Credit Union

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### Introduction

Massachusetts State Employees Credit Union (MSECU) was chartered in 1921. Founded on the basic democratic premise of the cooperative movement, credit unions believe that access to low-cost financial services is critical to the health and stability of ordinary citizens. The Credit Union was established to provide much needed financial services to active and retired employees of the Commonwealth of Massachusetts. The Credit Union has grown over the years and is now a full service institution providing valuable financial services to over 14,000 members.

### ***The Challenge: Keep Business Running Even During a Disaster***

In today's competitive environment a financial institution like Massachusetts State Employees Credit Union is continually striving to find the edge that separates their services above the rest. A solid business continuity and disaster recovery plan is imperative and can be a distinct advantage over others when the unexpected happens.

"MSECU currently has a single branch location serving over 14,000 current and retired Massachusetts state employees and their families. At MSECU, our members are our highest priority and we needed to establish a plan where we would still be operational if our building was no longer available," stated Doug Gonzalez, Supervisor of Information Systems at Massachusetts State Employees Credit Union.

Massachusetts State Employees Credit Union had been operating with a 48-72 hour recovery window. Their BC/DR plan was comprised of a mobile truck-based datacenter to come to their site and to deliver hardware, systems, and connectivity for a select number of users. This solution fell short in meeting their recovery time objectives and wasn't feasible due to the complexity of their network and the number of critical applications to which they required access.

MSECU needed a DR/BC solution that they were confident could scale to meet their recovery and complexity requirements. The Virtual Branch solution gave them the assurance they needed and in turn has helped them gain and maintain the trust from their membership. Keeping pace with the demands for the highest level information availability and security through any disaster against shrinking recovery time and recovery point objectives (RTO and RPO) is fundamental for a competitive edge.



### **The Solution: *Virtual Branch***

Virtual Branch is a new service from Wesco Net revolutionizing disaster recovery solutions for credit unions by providing cloud based delivery of critical applications. WESCO Net understands both the strict regulatory requirements regarding information security and specifically disaster recovery and business continuity as well as the specific recovery objectives that differ from institution to institution. The Virtual Branch solution offers credit unions the ability to securely connect back to WESCO Net's cloud for access to critical applications, offsite data backups, and hosted resources. MSECUCU contracted Wesco Net's Virtual Branch services due to the flexible configuration and relatively low cost of operation. The credit union simply selected which specific applications and services were needed, determined their recovery objective time, and Wesco Net tailored a solution to meet their needs.

Like all sound disaster recovery and business continuity solutions, once the planning and setup was complete, validation and testing were needed. WESCO Net and MSECUCU scheduled time to access core applications, files and email, all of which went smoothly. Connectivity to the core data processing application suite, provided by CU\*South, included test transactions complete with printing and electronic document storage. Verification of the electronic document repository was also tested and documents were verified and printed through the application successfully. All testing met the predefined recovery time and recovery point objectives.

MSECUCU now has the access they need and the flexibility that in the event of a disaster will allow them to remain open for business and to service their membership.

### **The Result: *Confidence that business will continue running no matter the situation.***

"We had a recovery solution but it had a longer than desired recovery window. We needed a more reliable backup and business continuity solution that would reduce business recovery time objectives. With Wesco Net's Virtual Branch solution, we are able to recover our critical systems within an hour and do a complete recovery of our branch within 5 hours from any remote location with internet access," commented Doug Gonzalez.

Throughout the short transition process, there were no challenges faced from either end. Unlike other solutions which may take several days or weeks for recovery, Virtual Branch now offers MSECUCU a secure way to keep their business open and fully functional, significantly cutting RTO and expenses. This greatly reduces loss of revenue and fraud, which in turn increases member confidence.