

The logo features a stylized six-petaled flower icon to the left of the text. The text is arranged in two lines: "CU*ANSWERS" in a smaller, sans-serif font, and "Network Services" in a larger, bold, sans-serif font. The background of the top section is a vibrant, abstract pattern of overlapping horizontal bands in shades of red, orange, and yellow, creating a sense of motion and energy.

CU*ANSWERS
Network Services

Network Conversion Promise
Partnering with you on your new network



Thank You for selecting CU*Answers Network Services for your technology project

Our experts understand the credit union industry. We know what it's like to work directly with examiners and state and federal regulators because we work with them everyday. We understand exactly what's necessary to construct a solution that will pass muster from architecture to implementation to supporting policies. Our designers are careful to listen and understand your objectives and design a customized solution that solves your unique challenges.

We deliberately avoid over-engineering, although we certainly can design a "to the moon" solution, if you desire.



Step One: NETWORK ASSESSMENT

- The Network Assessment is a baseline review of your existing technologies, network architecture, security, and policies posture to understand the current lay of the land and identify areas of focus
- The result of the Network Assessment is a detailed report with Executive Summary of findings and recommendations to meet industry best practices
- The Network Assessment can serve as a technology security report for your examiners
- The Network Assessment serves as a guidance document for conversations around next steps and strategies for meeting business objectives
- This phase typically lasts 2-5 days

Step Two: EXECUTIVE REVIEW

- During the Executive Review meeting we will review findings and uncover business needs now and over the next three-five years
- We will remain sensitive to what equipment you've already purchased that can be reused in new or optimized ways to meet objectives
- This phase typically lasts 1-2 days

Step Three: DESIGN AND PROPOSAL

- Based on the discovery and review sessions our experts will craft a unique solution to meet identified requirements
- A proposal will be delivered to management outlining the solution and how it meets requirements
- Limitations of the proposed solution will also be reviewed. Not every solution can accomplish every imaginable goal – this is the reality check
- This phase typically lasts 1-8 weeks

Step Four: THE PROJECT PLAN

- We will assign a dedicated Project Manager to your project who will ensure milestones are met and lines of communication are kept open, so that you always know the current status
- When you approve your project, our Project Manager meets with the designers and engineers to review the goals and determine the milestones based on our standardized Project Plan Methodology
- During the kick-off call the Project Manager will introduce you to your Implementation Team and provide you with the standardized Project Plan. This Plan will guide you and the team along the way and serve as the reference guide for the project
- Your Project Manager will hold weekly status calls for your project. Please plan on attending these meetings as they often require your input on decisions or to make you aware of project challenges
- Pay close attention to the Project Plan. We need your assistance in this process including developing a customized testing plan to ensure your applications work properly once the network is implemented. We will also review anticipated downtime for staff and members
- This phase typically lasts 1-3 months

What to Expect

CU*Answers Network Services follows a deliberate process to ensure a solution that's right-sized to your needs

1. Network Assessment



- Baseline Review
- Detailed Report
- Guidance documentation

2. Executive Review



- Uncover Business Needs
- Optimize ways to meet objectives

3. Design & Proposal



- Craft Solutions
- Deliver Proposal
- Review Limitations

5. Implementation



- 2+ Experts On-site
- Minimized Interruptions
- On-site Training

4. Project Plan



- Determine Milestones
- Assign Project Manager

6. Project Wrap-up



- Complete Punch-list
- Client Sign-off

7. Long-Term Maintenance



- Ongoing Monitoring
- 24x7 Assistance

Step Five: IMPLEMENTATION

- Implementation typically occurs over an extended weekend starting Friday evening at close through the following Monday morning. We will make every attempt to minimize interruptions to your business
- Your implementation team is typically two or more experts on site installing the network, computers, and related equipment
- While we will attempt to minimize interruptions as much as possible, realize it's nearly impossible to implement a new network without there being some. We will keep you informed of the expected outages during Project Planning
- We will keep an expert on site for one to several days after the implementation to work with your staff through the transition period and provide necessary onsite training, education, and trouble shooting
- This phase typically lasts 2-10 days

Step Six: PROJECT WRAP-UP

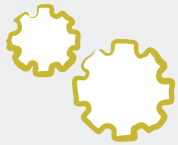
- After implementation we will complete any punch-list items that remain from the on-site work
- Your Project Manager is responsible for completing this phase with you and will ensure items are resolved quickly. Weekly meetings will continue during this phase
- Upon completion of the punch-list items there will be final client sign-off and acceptance of the project. This will complete the project
- This phase typically lasts two-three weeks after implementation weekend

Step Seven: LONG-TERM MAINTENANCE

- Upon final acceptance and sign-off of the project, you will move into long term maintenance which will last the duration of your Complete Care agreement
- We will provide ongoing network maintenance, monitoring, and up keep as defined in your service agreement
- You will be provided information for accessing services and requesting assistance 24x7
- Make sure you contact Network Services on at least an Annual Basis to assist with ongoing budgeting and technology planning.



Network Services



CUSTOM SOLUTIONS

CU*Answers Network Services is a full-service network technology solutions provider. We specialize in WAN/LAN design, implementation, and management; network security; firewall management; high availability solutions and hardware sales and support.



EXPERTS THAT UNDERSTAND

Collectively we have decades of experience in the credit union vertical. We know what it takes to implement a technology solution that will meet regulatory requirements while propelling your business forward



KEEPING IT REAL

Ever get carried away on a new purchase? It can be easy to fall into the "for only \$100 more..." trap. Next thing you know the project has doubled in cost. Our goal is not to sell you more or over engineer a solution. We help you understand "good," "better," "best" so you can make the right decision with confidence



DID YOU KNOW?

CU*Answers Network Services maintains an SSAE 16 TYPE II certification that covers our managed network operations.

This helps you with your compliance and third party vendor due diligence requirements.

a message for the CEO

Implementing a new network can be both an exciting and stressful time. Exciting because you'll be gaining improved capabilities, solving compliance concerns, gaining reliability, and likely improving network security; and perhaps stressful because of the changes.

It's no secret that some team members will be resistant to evolution and depending on your previous network design, your employees may be in for many process changes with the new network. This is to be expected so communicating the benefits to staff and your board are important considerations and success factors for the project. Preparing them now for the inevitable bumps in the process will help ensure a smoother transition

Some process changes might include:

- Unique network accounts and passwords for staff
- Data might be stored in a new location
- Your desktop might look different
- New methods for remotely accessing the network, including using a web browser and one time use passwords

Please be sure to review these anticipated changes with your Project Manager, who can help guide you through what to expect during this exciting evolution and can help you develop a communication plan for your staff and members.

What We Need From You

- ✓ Branch floor plan
- ✓ List of all third party vendors
- ✓ Administrative access to your current network
- ✓ Your testing plan
- ✓ Your staff to assist us in executing your testing plan
- ✓ Contacts for your video security firm (if network integrated)
- ✓ Contacts for your ATM vendors (if network integrated)
- ✓ Contacts for your IP phone vendor
- ✓ Physical access to your sites
- ✓ Most importantly, we need to make sure this project meets your business objectives!



Service After the Sale

We understand that that a network installation is a major project and represents new ways of working for your staff. We also know that no matter how improved the new design, things will break along the way and you'll need some help – that's where we come in!

WE'RE HERE FOR YOU

For any questions or issues that may arise, we provide an array of options for you to contact us with your questions, issues and concerns.



Latitude – Our full service online Help Desk tool where you can create and track your tickets and request priority status updates. Here you can also request firewall rule changes and request user and website filtering changes. Soon you'll be able to view your network's daily and monthly run sheets completed by our support technicians.

We are open 24x7x365!

Our **Help Desk Phone Lines** are available from 7:30AM to 6:00PM EST, Monday through Friday at 1-800-327-3478 x266. Our Help Desk features a variety of options should we be experiencing high call volumes:

- **Call Me Back Option** - Instead of waiting on hold, enter your callback number and your spot will be reserved. When it is your turn the phone system will automatically have a technician call you back.
- **Voicemail** - Voicemails left before 5PM are returned as soon as possible. Voicemail left after 5PM are returned the next business day
- **After hours support** - Network Services does provide 24/7 on-call assistance for emergencies. This can be done by calling the Help Desk and speaking to the Operations Staff. They will take down your information and contact the on-call technician
- **24x7x5 Technical Support** - CNS has invested in on-site technical staffing 24x7 Monday-Friday to ensure our clients get service as quickly as possible

Email - For new issues, send an email to helpdesk@cuanswers.com

Certifications

- Certified Information Systems Auditor (CISA)
- Certified Information Systems Risk and Controls
- ITIL Foundation
- IBM Certified Business Partner
- IBM Certified Technical Sales Expert
- IBM Certified Sales Expert
- VMware Technical Sales Professional
- VMware Certified Professional
- Dell Partner Direct Premier
- Dell Enterprise Architecture Certified Storage Expert
- Dell Enterprise Architecture Certified Servers Expert
- Dell Certified Technician
- Interactive Intelligence Certified Interaction Center Handler Development
- Interactive Intelligence Certified Interaction Center System Administrator
- Interactive Intelligence Certified Interaction Center System Installation
- Microsoft Certified IT Professional – Enterprise Administration
- SonicWALL Certified Partner
- SonicWALL Certified Security Administrator
- CompTIA Server+
- CompTIA Network+
- CompTIA Security+
- CompTIA A+

Consider This:

Here are some points to ponder for network projects:

- ✓ How old is your network cabling? It might be in need of replacement
- ✓ Do you have space for the equipment? You might need a server cabinet
- ✓ Have you thought about cooling for new servers? You might need an air conditioner
- ✓ Have you thought about power needs? You might need an upgrade
- ✓ Have you thought about power continuance? You might need a UPS to protect the systems during power outages



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CU*ANSWERS
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Discover more!

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