



“The bottom line with EchoStream is that we have locked in our ability to meet our members’ service level expectations, without any worry about downtime or data loss. We’re set.”

John Elington Systems Engineer, First Future Credit Union

Business Profile

Company Name:
First Future Credit Union

Headquarters:
San Diego, California (USA)

Industry:
Banking/Finance

Employees:
260

- Business Environment:
- Established through Mergers in July 2001
 - 60,000 members,
 - \$900 million asset base
 - 19 branch offices with 20 ATMs, Full service Telephone Express Center
 - 24-hour personal online banking, Internet bill pay and telephone banking.

Implementation Team:
Strategic Technology Solutions (STS)
San Juan Capistrano, California

Vision Solutions Product:
EchoStream for AIX

Critical Issue

First Future Credit Union relies on Symitar's Episys core processing system for its member services management, running its 19 branch offices in the San Diego area. In order to keep First Future in business 24/7, it is critical that these systems remain available and protected against both planned and unplanned downtime.

Results

- Eliminated threat of unplanned downtime to critical Episys platform.
- Eliminated planned downtime to its critical systems for routine maintenance and upgrade tasks.
- Ensured 24/7 continuity of critical business processes.
- Ability to meet NCUA and SOX compliance regulations.

Technologies

- EchoStream™ for AIX®
- Symitar's Episys™
- Production Server: IBM® System p™ Model P5-570
- Remote Backup Server: System p Model H-80

Business Challenge

Formed from the merger of several Credit Unions, each with a long, strong history of stability, strength and customer service, First Future Credit Union is dedicated to serving the financial needs of their member owners. First Future is committed to leading in both technology and financial innovations that benefit its members, while continuing to follow its past core values and traditions of service and reliability.

Meeting such high service level expectations presents some challenges. All member account information must be protected and readily available at all times. Any interruption or loss of this important data could be disastrous.



Solution

First Future uses Symitar's Episys credit union platform, which provides them with a client-centric system that effectively supports its diverse service offerings by integrating customizable core functionality with an extensive suite of complementary products and services.

"We needed a replication solution that provided a rapid restoration of all services in case of a failure of the primary host system or loss of the data center" said John Elington, Systems Engineer at First Future Credit Union. "We chose EchoStream for AIX because it provides us with the ability to restore Episys processing to any point in time, in the event of an unexpected interruption, as well as to recover lost or damaged files in a timely manner."

EchoStream ensures that the Episys platform, and all the service and functionality it supports, is available at all times. "The solution allowed us to reduce our disaster recovery time from over 6 hours to less than 20 minutes."

EchoStream also enables First Future to train new employees and to test new solutions in a test environment that is updated with a current copy of production data in real time. "EchoStream allows us to generate different test scenarios utilizing data from various points in time quickly and effortlessly," said Elington.

In addition, First Future uses EchoStream to help satisfy NCUA and SOX regulatory requirements for data protection and availability. By providing any point in time recovery capability, the software ensures that should anything corrupt or accidentally delete a record, the credit union can "dial back" in time to the point just before the incident. "EchoStream provides us with a complete backup of our member account records so we can meet these stringent government requirements" said Elington.

One of the biggest benefits of MIMIX EchoStream, according to Elington, is the high confidence level in knowing critical data is always protected and always available. Plus, with the parameters he has set for EchoStream's CDP capabilities, he can easily return to any minute within the last 24 hours to quickly reverse data corruption.



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