



TTCU & IT ROI: Maximizing Return on Technology Investment

CLIENT

TTCU, The Credit Union

REQUIREMENTS

Ensuring information technology keeps pace with, and empowers, organization's rapid growth

SAGENET SOLUTION

- IT consulting to match technology with organizational goals
- Procurement services to secure best pricing and highest value
- Onsite installation and maintenance for maximum uptime

SOLUTION BENEFITS

- Collaborative approach facilitates innovative solutions and real-world results
- Holistic understanding of applications, connectivity, hardware and security
- Field service organization provides both emergency service and proactive maintenance to ensure peak performance of IT assets

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Dan Bowling, TTCU's CIO



TRANSFORMING I.T. INTO MEMBER ROI

TTCU is one of Oklahoma's largest credit unions. As a member-owned, member-controlled, not-for-profit financial institution, TTCU's member/owners contribute to, and democratically control, the capital of the cooperative. For management, member/customer expectations are clear: Invest our money wisely.

Established in 1934 as Tulsa Teachers Credit Union, today TTCU is a \$1.5 billion financial institution offering a full complement of financial products and services. Serving more than 114,000 members with 16 branch locations, TTCU prides itself on offering great rates and service to its membership.

TTCU has been serving its members for more than 80 years. During that time, the tools and technologies of financial services have steadily evolved. However, the pace of technological change has accelerated rapidly over the two decades. The proliferation of personal computers, tablets, smartphones and "the Internet of things" offer many opportunities and challenges for the financial services industry. Since 1998 TTCU has relied on SageNet to help capitalize on these opportunities, while managing the challenges that IT presents.

"As a member-based organization, we are continuously looking for ways to improve service delivery," said Dan Bowling, TTCU's CIO. "I've been with TTCU for over 30 years, and for nearly 20 years SageNet has been our trusted IT partner. From day one, the team at SageNet has consistently worked to ensure we have the best technology for the job, and that we receive the best return on investment for our members."

SEEING THE FOREST AND THE TREES

SageNet provides TTCU with IT consulting, procurement, installation and maintenance at TTCU's Tulsa headquarters facility and throughout all of its branches. This includes everything from desktops, laptops, and tablets, to servers, switches, printers, and routers. SageNet has also provided cabling solutions throughout all of the organization's facilities.

SageNet is best known for its wide area connectivity and managed network solutions, managing communications at more than 160,000 locations for many of the nation's largest companies. However, a less well-known aspect of its business is its overall IT consulting, engineering and procurement services.

"Our expertise in managed network services provides us with a unique insight into the needs of our customers," said SageNet CEO Daryl Woodard. "We have both a big picture, wide area perspective and a boots-on-the-ground perspective of how each component interacts with and affects the enterprise as a whole. Whether its hardware, software or connectivity, we work with TTCU in a collaborative partnership to determine the ideal outcome for each project, explore requirements both now and in the future, and then we work to obtain and maintain the best value and return on IT investment."

SageNet IT consulting and procurement services are particularly cost-effective for small to mid-sized multi-site organizations. The company's partner status with leading manufacturers provides its customers the buying power of the largest organizations. And a team of experienced communications network and IT engineers and technicians stand ready to augment the client's internal IT personnel.

GROWTH DRIVES & DEMANDS INNOVATION

TTCU first contacted SageNet to provide client devices and local area network cabling more than 15 years ago. SageNet's responsiveness lead TTCU to rely on SageNet as their IT partner of choice as the credit union entered a period of unprecedented growth. The credit union essentially doubled in asset size between 2000 and 2011, growing from \$409 million to more than \$1 billion in assets in 2011. The dramatic growth continues, with assets surpassing \$1.5 billion as of December 2014.

"TTCU is recognized as an innovator in the financial services industry, and it demands the same from its partners. "It has to be a very collaborative relationship," said Bowling. "Our business has become extremely IT and network reliant. We also operate in a very competitive environment. Having a partner who not only listens to our needs, but also proactively brings new technologies and techniques to our attention.

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COLLABORATION IS KEY

One example occurred several years ago. TTCU's existing servers were beginning to show their age. SageNet researched and evaluated alternative solutions and recommended the move to a virtual network architecture featuring a host of groundbreaking features and functionality. The solution featured a tiered storage approach, which automatically moves data to the right performance level of storage based on usage patterns, capacity, cost and performance needs.

The collaboration continues. TTCU's new headquarters building is under construction. SageNet is cabling the entire facility as well as building-out TTCU's mission-critical data center. The new facility features state-of-the-art, eco-friendly power and cooling systems and innovative security systems, including a rack-level access control system.

TTCU's member/owners have relied on the credit union for friendly, professional, convenient and secure financial services for more than 80 years. Technology now empowers even greater responsiveness and flexibility. However, personal commitment and dedication to exemplary customer service is what ensures that the technology is there to serve the customer. This is what TTCU's IT team brings it members, and what SageNet aspires to continue to bring to TTCU.