



# IT You Can Bank On

## Aging IT Infrastructure and Lack Of Dedicated IT Staff Causes Major Growing Pains For An Australian Credit Union.

Maritime, Mining, & Power Credit Union (MMPCU) is a fast growing member-owned financial cooperative – with more than 34,000 members, 150 employees, and over \$700 million in assets.

MMPCU has been operating since 1970, and today operates from 26 branches across Australia. Offering members and their families a complete range of financial options MMPCU services include saving accounts, term deposits, home loans, personal loans, insurance and financial planning.

### The MMPCU Challenge

#### A promising future hindered by aging technology

MMPCU was faced with an aging infrastructure too complex and inflexible to handle their growing needs, along with a shortage of dedicated IT staff.

They recognized a need for outside help to handle the day-to-day operations, as well as to manage and implement the much needed modernization of their computing infrastructure.

MMPCU's major requirements included:

- Relocate and replace server infrastructure to improve service performance
- Consult on a WAN infrastructure system that would best support delivery to multiple branches
- Install a new VoIP trunk between head office and key sites to provide extra capacity
- Provide ad-hoc support to maintain the existing infrastructure, while ensuring a smooth transition to the new IT systems.
- Ensure any changes or upgrades would not create a service interruption to staff and customers



### Finding a partner

Based on the quality of an existing relationship, MMPCU invited Harbour IT and other IT integrators to provide System modernization proposals – and enter a comprehensive selection process.

*“Harbour IT won the contract, while not being the cheapest. They were able to successfully demonstrate that they would provide the best system design, most appropriate to fulfil our system requirements, including enhanced functionality, flexibility, and increased security.”*

CIO David Willcox

Harbour IT had been recommended to MMPCU, and was initially engaged to provide:

- Specialist helpdesk support
- Desktop support
- Technical advice around network design and maintenance

# 'We are very Happy'

## Multisite WAN communications and Cloud Server Infrastructure Upgrade

Delivers Increased Security, Higher Availability & Better Application Performance.

### MMPCU choose Harbour IT because they:

- Quickly understood what was needed
- Allocated a personal Engineer for high level advice
- Continue to hold a weekly update meeting
- Integrate required applications
- Customise desktop environments any way needed
- Provide expert system monitoring and daily reports
- Enable secure VPN mobile access for any device
- Facilitate VPN video conferencing
- Utilise centralised systems
- Provide High reliability and availability
- Are Flexible and work with us to grow our business

### The Solution

#### Flexible Infrastructure that Grows With Their Needs

Today MMPCU runs a completely hosted cloud server environment utilising WAN accelerators. The entire data infrastructure is fully managed, monitored and maintained by Harbour IT and runs out of their Tier 1 cloud with a Sydney based datacentre.

*"The project was handled superbly with extensive design and planning resulting in a flawless rollout throughout the network, all delivered on time and within budget"*

Danny Pavisic, Deputy CEO

Harbour IT's solution design included the mobility and speed expected by staff and the stringent security, business continuity, system availability, and reliability required by financial institution regulator APRA.

*"We found Harbour IT to be very flexible and professional in all respects, they were a great help in assisting to find ways to maximize security and ensure continuity of service".*

*"We are very happy. Our relationship with Harbour IT has been very successful and rewarding. This is due, in no small part, to the skill, flexibility and attention to detail of our Harbour IT account manager"*

David Willcox CIO



### The Results

Upon completion of the project, there was immediately notable improved user experience due to better network and application performance. Service reliability had also improved – along with a reduction in the number of support calls, and faster response times to those support issues. New group policy changes allowed a number of previously manual tasks to be automated including desktop applications and resource deployment.

The project was considered a great success.

Harbour IT provides IT infrastructure solutions. Offering business Managed Services, Cloud Computing, IT projects and Outsourcing options.

Contact Harbour IT for a discussion

**1300 785 926**

Or Email: [enquiries@harbourit.com.au](mailto:enquiries@harbourit.com.au)