



CREDIT UNION DATA PROCESSING, INC.

'CUSO Driven Core & IT Solutions'

CU-Tips\$

A Winning Disaster Recovery Strategy

June 23, 2011 started out like any other day for employees and management at Pocatello Teachers Federal Credit Union, a \$17M CU located in Pocatello, Idaho. Things were normal until the lunch hour when their core software server stopped working unexpectedly and all access to the system ceased. With the CU manager at lunch, the rest of the staff started gearing up to deal with the most pressing issues---hand-writing receipts and dealing with members who were understandably less than happy with the situation.

When staff reached Credit Union CEO Melanie DeLashmutt on her lunch break, her initial concerns centered on the potential loss of data and the accompanying frustrated members she might have to deal with. Turning to her data processor for help, she immediately called Credit Union Data Processing (CUDP), and asked for their assistance with the situation. With a little diagnosis, it became clear that the server was the problem. CUDP then contacted the manufacturer, and although the system was under warrantee support, the manufacturer indicated that it still might take several days to diagnose and resolve the problem. So how do you deal with the potential challenge of putting a credit union's business on hold for 2-3 days without generating a mountain of negative PR with members and the community alike. Well, you turn to your Disaster Recovery Plan and hope that the time, effort and money you put into it will now pay dividends.

Fortunately for Pocatello Teachers FCU, CUDP offers, as an available support feature, one of the very best disaster recovery systems in the industry for a very nominal cost. Even though Pocatello Teachers FCU operates an 'In-House' deployment of CUDP's processing system, CUDP replicates all of their credit union's data to two additional off-site locations, in **real time**. Once CUDP had been made aware of the situation, they quickly invoked the disaster recovery plan and setup an access to the replicated data at one of the off-site locations. Within 45 minutes of receiving the call, CUDP had established a secure connection for Pocatello Teachers to their replicated data and the credit union was back to business as normal without losing any transactions.

CU-TIPS is a bi-monthly newsletter focusing on technological, political and economic issues as they relate to the credit union industry.

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Pocatello Teachers FCU was able to operate in this 'ASP' or remote hosted type of deployment until a new power supply could be shipped in and installed, restoring in their 'in-house' server back to full operation. Once their server became fully functional again, CUDP simply moved the database back to their 'in-house' server and the next day, Pocatello Teachers FCU was up and running as though the incident had never happened.

This situation could have been disastrous for Pocatello Teachers FCU. In retrospect, CEO Melanie DeLashmutt, stated "When our server crashed, I feared the worst----lost data, angry and frustrated members, irritated employees etc. But CUDP had us up and running in less than an hour----with absolutely no data loss. It was really quite amazing!!" She went on to add that in all her years in the credit union industry she had never experienced anything like it.

Most CU's the size of Pocatello Teachers FCU typically would not have access to robust disaster recovery services at the level that CUDP credit unions currently enjoy. Many disaster recovery services are so expensive that they are only feasible for large CU's and even then, they rarely offer the real-time solutions and responsiveness that Pocatello Teachers FCU experienced.

News and Notes

February 19, 2011—CUDP celebrates 20 years serving the core-processing and IT needs of the credit union industry.

November 25, 2011— Wasatch Peaks CU (\$187 M) Ogden, Utah, selects CUDP as its core-processing provider.

Far better it is to dare mighty things, to win glorious triumphs, even though checkered by failure, than to take rank with those poor spirits who neither enjoy much nor suffer much, because they live in the gray twilight that knows not victory nor defeat.

—————Theodore Roosevelt



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