


Managed IT Services for Local Credit Union

PROJECT DETAILS

 IT Managed Services

 Dec. 2018 - Ongoing

 \$200,000 to \$999,999

 *"They're very receptive to feedback, positive or negative."*

PROJECT SUMMARY

F12.net provides full-service IT management support which includes handling cybersecurity and maintaining all of the IT equipment. In addition to troubleshooting equipment issues, they train the in-house team.

PROJECT FEEDBACK

The team has intercepted several attempted cyber attacks. Despite having minimal experience with a financial institution, F12.net learned the business and continues to provide them with noteworthy support. Their dedication to delivering high-quality services makes them highly recommended.



The Client

Introduce your business and what you do there.

I'm the CEO of Revelstoke Credit Union, a mid-sized, independent, locally-owned credit union.


The Challenge


What challenge were you trying to address with F12.net?

Since we're an independent credit union with a staff of 50 people, it's very difficult to have just one individual overseeing our IT services. This includes cybersecurity and equipment maintenance. The IT world is becoming more and more complex, and one person can't stay on top of everything in an organization of our size.

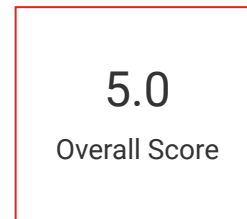
We recognized that we needed a more established company that dealt with nothing but IT day in and day out. For our safety and soundness as a financial institution in this day and age, I knew that we absolutely had to step up our game.

 **Roberta Bobicki**
CEO, Revelstoke Credit Union

 **Financial services**

 **Revelstoke, British Columbia**

CLIENT RATING



Quality: 4.5

Schedule: 5.0

Cost: 5.0

Would Refer: 5.0



The Approach

What was the scope of their involvement?

We manage our information systems, but F12.net manages our IT. They offer three different packages and we chose the one that provides full-service management and equipment. This involves managing all of the equipment we use and handling all of our protective measures, ensuring that our servers and equipment are safe from attacks.

Not only do they provide IT management services, but they also offer back-office monitoring and security. When we have breakdowns or need replacements, they give us the surplus equipment from their nearby warehouse. During our partnership, they've also provided training, and have dealt with minor issues and equipment failures.

What is the team composition?

We work with no less than 4–6 people at a time.

How did you come to work with F12.net?

We had a long-standing relationship with another company that was in the midst of a merger with a new corporation that happened to be F12.net. Their contact came into our office and gave us a presentation about what types of services F12.net could offer and we really liked what we saw.

How much have you invested with them?

Our three-year contract is \$178,000 per year which includes full equipment every three years.



What is the status of this engagement?

We started working with them in December 2018 and our engagement is still ongoing.

The Outcome

What evidence can you share that demonstrates the impact of the engagement?

F12.net's IT management services have been incredibly impressive. Now, when we have challenges or difficulties, we don't have to look in-house. It's as simple as making a phone call and accessing the team right away.

They are very interested in doing a good job and making sure that their products and services are up to the standard that we expect. They've saved us from two brute force attack attempts, a crypto attack, and one phishing scam.

How did F12.net perform from a project management standpoint?

Their communication is good now. Once they put a full team together, it improved. They have an office within 90 minutes of us and visit regularly

What did you find most impressive about them?

They're very receptive to feedback, positive or negative, especially when there are issues. They take it very seriously and remedy our problems quickly. All small- to mid-sized credit unions should be partnering with them.

When they first came to work with us, there was a very steep learning curve for them. We were the first financial institution they had ever partnered with so they were surprised at the amount and complexity of the software and technology that we use. However,



they learned our business very quickly and are now able to easily support us.

Do you have any advice for potential customers?

Double-check the initial proposal and contract to make sure that the language is very clear.

