



TELUS Business Solutions Success Stories
Business. Backed by TELUS.

Westminster Savings Credit Union partnership delivers new savings for credit union

“TELUS demonstrated an ability to develop realistic SLAs and to meet and exceed established expectations. Their diligence upfront paid off and our level of satisfaction with the service we received from the TELUS team is extremely high.”

— Allen Lacroix, Vice President, Information Systems, Westminster Savings Credit Union

situation

- The banking system at Westminster Savings Credit Union (WSCU) had been installed 15 years earlier
- The system's performance was still impressive, but the service provider was phasing out the applications
- During the decision process, WSCU merged with another credit union which used a vastly different banking system

approach

- WSCU evaluated a number of solutions before selecting Fincentric's Ovation system
- Careful assessment of the long and short term costs and value of managing systems and infrastructure in-house led to a decision to select an outside manager for all IT
- As a candidate, TELUS formed an alliance with Fincentric, included Stringent Service Level Agreements and undertook to place a permanent manager at WSCU
- TELUS was chosen as the provider because of its demonstrated initiative and commitment

business benefits

- Approximate 5% savings compared with an in-house solution
- Service to members has been enhanced, aiding retention
- Increases in speed and reliability were noted immediately
- Downtime was reduced significantly, resulting in a real-time increase in productivity
- Other benefits included workflow efficiencies, elimination of business process redundancies, improved agility, reduced margin of error and increased user friendliness
- A disaster recovery system included in the contract ensures business continuity

Westminster Savings Credit Union

solution details

Westminster Savings Credit Union (WSCU) is one of the largest credit unions in British Columbia. A quick adopter of proven solutions, WSCU is always looking to leverage its information technology. Even though the banking system used by WSCU was approximately 15 years old towards the end of the 1990s, it continued to deliver impressive overall performance. However, in 1998, the application was being phased out by the service provider.

As an additional challenge, WSCU merged with Maple Ridge Credit Union in 1997 - and Maple Ridge used vastly different technology. The two organizations had to merge their solutions and infrastructure, while maintaining the outstanding service expected by their members.

After rating a number of different solutions on a scorecard of specific metrics, WSCU decided to implement Fincentric's Ovation banking system. This system would allow the credit union to customize its applications and offer its members a full suite of relationship banking solutions. But before implementing the Ovation system, WSCU had to upgrade both its own infrastructure and that of Maple Ridge. This meant centralizing servers, replacing desktop computers and standardizing applications.

Because the change in technology was so sweeping, WSCU took the opportunity to evaluate its own processes and infrastructure. The credit union assessed the short and long term costs of continuing to manage its systems and infrastructure and compared them with the costs and benefits of contracting an outside IT manager. A primary consideration was the fact that information technology is not a core competency for an organization clearly focused on the financial sector. After a thorough internal assessment, WSCU made the decision to work with an IT management provider.

As a candidate for the contract, TELUS formed an alliance with Fincentric in order to ensure that they could fully manage and

support the Ovation system. The TELUS bid included Service Level Agreements that share the risk. In the unlikely event that service levels aren't met, TELUS will provide WSCU with credits. TELUS also undertook to place a senior-level TELUS manager permanently on-site at WSCU, available to respond instantly to any issues that arise. "They demonstrated initiative and commitment from the outset," says Allen Lacroix, Vice President of Information Systems at WSCU. "Their proactive attitude won them the contract and marked the beginning of a solid and dynamic relationship."

In the first phase, TELUS and WSCU worked together to completely overhaul Maple Ridge's IT infrastructure. TELUS then took over management and maintenance of the complete WSCU IT infrastructure. As a result, WSCU only needs to employ 5 business analysts, but has access to hundreds of additional IT resources through TELUS.

After converting to the Ovation system and selecting TELUS, WSCU noted a rapid increase in efficiency, thanks to much higher processing speeds, far greater reliability and significantly improved performance. The system is more agile and user-friendly and redundancies in business processes have been eliminated. In addition, WSCU estimates that its outsourcing arrangement represents a saving of 5% compared to the cost of managing and supporting its systems in-house.

Another major benefit of the outsourcing agreement is the built-in disaster recovery plan. WSCU's servers are housed in a highly secure TELUS Internet Data Centre, where the credit union's data is protected against all physical and virtual threats. If a disaster ever strikes one of their offices, employees from that office will be able to access the data they need from an alternative location.

As an indication of its satisfaction with the TELUS solution, WSCU has renewed the contract for a further 6 years.