

Collaboration and Communication Help One Credit Union Navigate Adversity

THE EMERGENCY

JANUARY 08 Shortly before 8:00 a.m., a fire took place at Katahdin FCU's main office in Millinocket, Maine.

JANUARY 08 8:25 a.m. John Murphy, then President/CEO of Synergent, received a call from the IT Manager of Katahdin FCU informing him of the fire. John and Gary Glenn, Synergent's Executive Vice President, then initiated the coordination of recovery efforts with key Synergent staff members.

JANUARY 08 9:00 a.m. Synergent's Technology team and Katahdin FCU discussed multiple approaches to transforming the credit union's remote Island Falls branch into their main office on a temporary basis. Since there was no separate connection with VPN backup at the Island Falls office, intense coordination of effort was required between Katahdin FCU's telecommunications and IT vendors to reconfigure their network.

With the fire still underway, they were able to reconfigure their network successfully, and the credit union's members could conduct transactions at Eastmill FCU, located approximately 6.6 miles from Katahdin FCU, and access drafts/ACH and other functions that need to take place each day.

Synergent also worked with CO-OP Shared Branching to start the process of getting the credit union up and running on the network.



THE RESPONSE Within 24 Hours

JANUARY 08 8:28 a.m. Synergent was also warned of an issue with Katahdin FCU when an automated set of email alerts came across the CU Services Account Relationship and Management team's desks, alerting Synergent that both the main telecommunication line and VPN backup from Katahdin FCU's main office were down.

JANUARY 08 1:30 p.m. Synergent completed an emergency conversion of Katahdin FCU to the CO-OP Shared Branching Network so their members could access the 155 Shared Branch locations in Maine, and more than 5,000 across the country.

JANUARY 08 3:00 p.m. It was determined that a new router was needed, and was not available on site. Two technical staff from Synergent drove the router up to the Island Falls branch.

JANUARY 09 Synergent staff met with the credit union's telecommunications team in the early morning to assist with the installation of the router. The setup uncovered the need for additional enhancements to the electricity infrastructure, and an electrician was called in to assist. Once the electrical upgrades were complete, Synergent's team worked with Katahdin FCU's technical team to confirm that all services were fully functional. This ensured that this office could serve as the credit union's main office until the Millinocket office reopened. Throughout this process, credit union members could use all remote services, allowing members to access their funds.

THE OUTCOME

JANUARY 23 Katahdin FCU reopened their main branch and was no longer operating at Eastmill FCU.



A financial institution with a clear vision