Alloya's Story

How it all began...

In today's crush of pop-up technology vendors that promise the world, making the right choices requires significant technical knowledge, time and effort.

Before offering its **Information Technology Services** to credit unions, Alloya Corporate sought a collaborator to help fulfill a few strategic initiatives of its own. Namely, the corporate was looking to restructure its data center footprint and leverage the power of virtual, cloud solutions. After an exhaustive vetting and due diligence process, Alloya chose **OnX Managed Services**, a veteran technology provider with a proven record of successes.

And the result? Alloya achieved its original objectives… *and then some*. And because the corporate experienced the impressive capabilities of OnX firsthand, the idea to share the wealth of these services with member credit unions was germinated.

But we're getting ahead of ourselves in Alloya's Story. An important thing happened on the way to offering full Information Technology Services.

First things first.

In the summer of 2011, **Core Network Processing, LLC**, owned by several corporate credit unions, sent a request for proposal (RFP) to Alloya. The CUSO sought a host for its core processing infrastructure (at the time, hosted by the soon-to-be-defunct U.S. Central Bridge). This infrastructure provides an online account portal for corporate credit unions.

CNP's IT needs, service, security and compliance requirements were substantial, and the stakes were high. Nine corporate credit unions and 2,100 affiliated credit unions received services from CNP. The impending liquidation of U.S. Central Bridge created considerable urgency.

Assisting a CUSO the cooperative way.

In terms of CNP's need, Alloya saw an ideal match. Alloya proposed hosting the CNP infrastructure in a private, secure cloud environment, using the proven IT resources of OnX Managed Services. A series of meetings ensued, an agreement was struck, and work began.

Since CNP's and Alloya's core data processing systems utilized the same back-end software and IBM servers, migration was simplified. Because OnX Managed Services specializes in relocating technology infrastructure, its involvement was key. A swift, cost-efficient and safe transfer of CNP's system to the OnX-hosted solution was executed in fewer than 90 days.

Win, Win, Win

The fact that the CNP migration proceeded seamlessly, and on schedule, was only part of the story. Each party involved realized benefits as a result of the project. Alloya's hosting solution via OnX Managed Services:

- Created cost savings and operations peace-of-mind for CNP
- Preserved continuity for the corporates and credit unions served by CNP
- Generated a new stream of fee income for Alloya, ultimately benefiting the membership

Flash Forward

Today, CNP utilizes OnX's private cloud environment with real-time backup to a remote recovery site. It has successfully handled a corporate merger, year-end processing and several software updates and releases. In addition, CNP completed a regulatory review and demonstrated full disaster recovery within a four-hour timeframe: processing two days' worth of activity, then seamlessly returning to the production environment without negatively affecting users.

Expanding Services to Credit Unions

Based on Alloya's own experience with OnX Managed Services and the success of CNP's migration, expanding access to these IT services to credit unions was a natural. In late 2012, Alloya debuted its **Information Technology Services** to member credit unions, offering:

Hosted Email Services – To safeguard communications and satisfy regulatory requirements

BCP/Disaster Recovery – To protect against data loss and reduce system downtime

Managed Technology – To strengthen operations, and anticipate and resolve IT issues

Offsite Technology – To host technology infrastructure at secure, audited IT hosting/cloud facilities

Always-On Virtual Desktop – To universally manage employee workstations

But wait… the tale doesn't end here. Based on its experience using OnX Managed Services, Alloya is in the process of moving some its own technology infrastructure to the IT provider. Alloya is not just selling these services – it is also using them firsthand to solve business needs.

Looking Ahead

Alloya serves more than a thousand credit unions across the U.S., from the very large to the very small. Not surprisingly, the information technology (IT) needs of these credit unions are just about as diverse as their asset sizes, member demographics and geographic locations.

Alloya's **Information Technology Services**, powered by OnX Managed Services, is one of the many business relationships at the corporate, leveraged for members' gain. All members deserve high quality solutions at favorable pricing – expect to see more offerings like this.

Your Chapter

As Alloya creates new ways to bring value to credit unions, this collaborative story continues to unfold. What achievements are next on *your* priority list? Your corporate is here to help your credit union write its own chapters of successes.