



Case Study: Qualstar Credit Union

Industry

Banking/Finance

Headquarters

Redmond, Washington (USA)

Employees

96

Technologies

- Mitel PBX®
- XO Communications / Qwest / Verizon
- VirtualPBX

Business Environment

Qualstar Credit Union is \$325 million strong, serving 58,000 members, their friends and family members. To meet the needs of their growing membership, they operate eight branch offices in Washington state with access to hundreds of surcharge free ATMs, a full service Call Center, 24-hour personal online banking, internet bill pay and an automated telephone banking system.

Critical Issue

Qualstar Credit Union relies on their telecommunication services and equipment providers to provide core communication systems for its member services. In order to keep Qualstar up and running, it is critical that communications remain available and protected against both planned and unplanned downtime.

Results

- Minimized planned downtime to critical communication systems
- Minimized the threat of unplanned downtime to critical communications systems.
- Minimized planned system downtime for routine maintenance and upgrade tasks.
- Ensured 24/7 continuity of critical communication business processes.
- Ability to meet NCUA compliance regulations.

Business Challenge

Established in 1952 as Safeway Seattle Employees' Federal Credit Union, Qualstar Credit Union was originally chartered to provide financial services to the Safeway Seattle Division employees and their family members. Since that time, the credit union has expanded to serve the employees and members of more than 300 companies and unions, as well as all residents of Washington State. This expansion has allowed the credit union to provide members with a full menu of financial services. In 1999, the name was changed to Qualstar Credit Union in order to better reflect the diversity of the membership.

With such a large geographic area to serve, Qualstar relies heavily on their call center, automated telephone teller, and online banking service in order to meet their members' needs. Due to this, the communications system is critical to their success. Any interruption or loss of this communications could be disastrous to their business operation, and their reputation with members.

Solution

Qualstar uses their Mitel PBX and XO Communications services to provide a member-centric communications system that supports its diverse and growing service offerings. "We needed a recovery communications solution that allowed for instant rerouting of our 800 calls from our members as well as internal communications." said Kara Taylor, VP of IS at Qualstar Credit Union. "We average about 100,000 calls per month so any downtime would greatly reduce our ability to meet our member service standards. We chose PBX Parachute because their solution could handle the volume, was priced effectively, and most importantly allowed for the ability to immediately reroute our calls in the event our communications systems were down."

PBX Parachute ensures that Qualstar is in touch with its members at all times. "The solution allowed us to greatly reduce our communications disaster recovery time from potentially hours to less than minutes and in so doing, virtually removed IS from managing another system in a recovery situation."

In addition, Qualstar uses PBX Parachute to help satisfy NCUA regulatory requirements for communications recovery and availability. "By providing immediate communications fail-over, PBX Parachute provides us with complete communications access to our members so we can meet those government requirements" said Taylor.

One of the biggest benefits of PBX Parachute, according to Taylor, is the high confidence level in knowing that communications access to our members is always protected and always available. In the era of instant communication, consumers expect that they will have access to their account information any time of the day or night, and that it will be kept secure. PBX Parachute is a product that can help organizations meet those expectations.

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