

# Connected Credit Unions

Telecoms and Technology  
for Irish Credit Unions



## Why Viatel is a credit union partner of choice



Proven track record, optimised networks, perfect business continuity, minimised risk and proactive IT governance: there are very good reasons why so many credit unions choose to partner with Viatel.



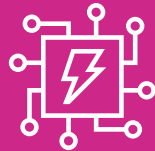
## EXPERIENCE

The Viatel Group - incorporating Ripplecom and Irish Telecom- has more than 20 years' experience partnering with over 50 credit unions across Ireland.

## NETWORK REACH

Most extensive last mile reach and more connectivity options:

- Fibre
- Licensed radio
- Carrier grade radio
- ADSL
- LTE



## POWERFUL PRODUCTS

- Secure Connectivity
- SD WAN
- Perfect Business Continuity
- Voice and Voice4Teams
- Email Back Up and Recovery



## CERTIFIED

ISO 27001 certified  
PCI DSS compliant

## RECOGNISED AS BEST IN CLASS

- Deloitte Best Managed Company: Platinum Status
- Cisco Cloud and Managed Services Provider Worldwide



## SUPPORTING IRISH BUSINESS

## 24/7 SUPPORT

Round the clock technical support from our Dublin NOC (Network Operations Centre) 365 days a year.



## DEDICATED TEAM

Each Viatel customer is appointed an expert team:

- Account Manager
- Solution Architect
- Customer Success Manager



## SD WAN



A Software Defined Wide Access Network (SD-WAN) creates a secure, powerful network between credit union branches. Cisco™ ranks Viatel as the #1 managed service provider of SD WAN in Ireland.

### Why it works for the credit union segment:

#### BRANCH CONNECTIONS

SD WAN is the ideal solution to connect multiple credit union branches on a secure and encrypted network. Mobile sites and remote (home) workers can connect easily via VPN.

#### SECURITY

Advanced security is integrated with the network to ensure your organisation and members are always protected.

#### OPTIMISED PERFORMANCE

Traffic is routed and bandwidth managed to maximise speed and responsiveness.

#### MEET REGULATORY REQUIREMENTS

Comprehensive reporting capabilities and portal access facilitates compliance with reporting obligations.

#### VISIBILITY

Full visibility of the entire network enhances security and allows for rapid troubleshooting

#### FLEXIBILITY

Roll out to new branch offices quickly and easily as the decision is made to consolidate or add a new credit union to the group.

## Orion Autofailover



Orion's award-winning technology delivers resilient, always-on Internet access. Seamless failover between dual connections promotes perfect business continuity.

### Why it works for the credit union segment:

#### CRITICAL CONNECTIVITY

Reliable, real-time connectivity to shares and loans systems, file shares and emails. Credit unions stay fully operational amid a network outage as access to all critical applications and communications is maintained.

#### BUSINESS CONTINUITY MINIMISES RISK

Orion's maximum uptime and seamless failover promote perfect business continuity helping credit unions to meet the highest standards of IT governance and risk management.

#### COMPLETELY AUTOMATIC

Failover requires no change to internal servers and no action on the part of credit union employees or IT providers.

#### SUCCESSFUL EFTs

Orion is uniquely engineered to allow traffic to continue in the same IP stream on both connections. This allows Electronic Fund Transfers (EFTs) to continue throughout a network outage.

#### SECURE & PCI COMPLIANT

Segregated connection ports are isolated for security, helping customers to stay PCI compliant.

## Voice and Voice4Teams



Full of useful new features and functionality, IP Telephony and Voice for Teams are a flexible and cost-effective way to connect remote and on-site employees with members.

### Why it works for the credit union segment:

#### BALANCE SHEET SENSE

Replace your clunky and costly old telephone system. Eliminate depreciating assets for minimal capital outlay. Cut operating expenses with flexible call packages.

#### CALL RECORDING AND MORE!

An Interactive Voice Response (IVR) menu greets and directs members. Call recording retains important details. Hunt groups and voicemail to email help busy employees to work more efficiently and guide members to the person they need to speak to.

#### FUTURE-PROOF

A totally scalable solution, IP telephony grows with your credit union. Forget old services that force block buying of numbers. Adding users to your system is quick and easy. Also, your numbers and hardware are not tied to any physical location, so if you change premises, your phones come with you.

#### VOICE4TEAMS

Integrate telephone calls into Microsoft Teams for all-in-one communication. Available as a simple add-on to Microsoft 365, no hardware is required. Fully managed by Viatel, the service can be activated on a monthly basis for selected users.

## Office 365 Back Up



Guard against accidental deletion, retention policy gaps and internal and external security threats: back up Office 365 mailboxes, OneDrive files, SharePoint and Teams.

### Why it works for the credit union segment:

#### DATA RETENTION

Meet legislative and regulatory requirements by ensuring relevant emails are retained for the requisite period.

#### DIGITAL FIRST CUSTOMER SERVICE

In the Covid era many credit unions have embraced email to minimise face-to-face contact while still serving members.

#### DEFEND AGAINST RANSOMWARE

O365 back up cannot protect a credit union from falling victim to internal or external

security threats. However it can effectively mitigate the damage and counteract the effects with a granular point-in-time restoration of all email data.

#### ENHANCE BUSINESS CONTINUITY PLANNING (BCP)

The Central Bank specifically identified lack of email back up as an example of poor BCP practice in credit unions. Ensure your BCP is best in class with third party back up from Viatel.

## CASE STUDY

# Cois Sionna Credit Union

## ABOUT COIS SIONNA CREDIT UNION

- Branch network consisting of six offices over 50km radius
- Centralised head office
- Membership in excess of 15,000
- Assets of €90 million

## PROJECT REQUIREMENTS

- Connect multiple branches securely
- Add additional sites with ease as required
- Scalable, reliable connectivity between the two main offices to facilitate backups and Business Continuity Planning
- Built-in redundancy and automatic failover in the existing infrastructure
- Improved bandwidth in certain challenging remote branches
- Ability to recover quickly from a network failure

## TESTIMONIAL

"We have completed our migration to the Viatel WAN. The process was well organised and the cut over was seamless."

### Colm Battles

Assistant Manager  
Cois Sionna Credit Union



# Meet our Credit Union Customers

"Cara Credit Union have been a customer of Viatel for three years and partner with Viatel for WAN connectivity solutions for our branch network. We have found the service and support to be superfast and reliable ."

### Aidan Healy

Cara Credit Union



"Viatel provide managed network solutions to St Francis Credit Union. We have been very impressed with the professionalism and technology base brought to the table by Viatel.

Their service level and threat analysis is excellent and quarterly reviews informative."

### Louis Fay

CEO  
St Francis Credit Union





Viatel is an independently owned, Guaranteed Irish company providing connectivity, cloud and security solutions to businesses across Ireland.

Cloud | Connectivity | Security

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Our charity partners:

