

# **TYNDALL FEDERAL CREDIT UNION IMPROVES PRODUCTIVITY WITH NEXSAN'S SECURE ONLINE ARCHIVE**

Tyndall Federal Credit Union was facing constant challenges with its complex archiving solution. Individual financial images and files could not be quickly retrieved from the disk-based archive for their members, which created frustration for the member service staff. The credit union needed a more responsive archive which would also meet increasingly stringent security and privacy requirements.

After much research and due diligence, Tyndall Federal, with recommendation from its data management provider, Jack Henry & Associates, selected Nexsan Assureon for its secure archiving and disaster recovery needs.

## ENVIRONMENT

- Over 4 TB of data and millions of files stored
- Two Nexsan Assureon® systems
- Synergy Document Management from Jack Henry & Associates
- Symantec Backup Exec used to move backup data to Assureon

## CUSTOMER OVERVIEW

Tyndall Federal Credit Union is a not-for-profit financial organization serving over 105,000 members worldwide with assets of more than \$1 billion. A leading financial institution in Bay County, Fla., Tyndall Federal continues to set the pace as one of the leading credit unions in the nation. It serves its members with banking, financial and lending services and products through its 9 branch locations and central operations center in Florida and its two branch locations in Alabama.

## BUSINESS CHALLENGE: ENABLE RAPID RESPONSE TO INDIVIDUAL FILE RESTORES

Tyndall Federal Credit Union is committed to delivering outstanding services to its members. Integral to this commitment is rapid access to the financial data and records of its members, while maintaining security and privacy of all customer data. However, Tyndall Federal Credit Union's archiving system could not meet the organization's response and disaster recovery/business continuity desires. The recovery of archived files was a lengthy and complicated process that was not able to support their need to recover an individual file quickly enough to satisfy member service. To retrieve a single file, an entire folder would have to be restored as opposed to an individual file. Not only did this exacerbate member frustration, but it also created service issues for the credit union's front line employees working to meet the needs of members.

"Recovery time for a document took anywhere from 4 to 10 seconds which was not acceptable," said Michelle Walker, information resource manager, Tyndall Federal Credit Union. "We simply couldn't continue to operate in that environment, regardless of the dollars we had invested in our previous archiving solution. Member service is our number one priority and our archiving system needed to support that objective."

In addition to complex and burdensome file recovery, the credit union needed a solution that was compatible with their Synergy Data Management solution from Jack Henry & Associates. In order to maintain compliance with Florida Sunshine Laws, Tyndall Federal Credit Union needed an archive that could securely retain customer data long-term. The new solution also needed to offer encryption and redundancy to ensure data protection and privacy.



## NEXSAN ASSUREON BENEFITS

- **Enterprise-class performance and reliability**
- Rapid recovery of individual file and image data
- Meets and exceeds strict business continuity requirements
- **Highly efficient power and space efficiencies**
- 42 disks in 4U of space
- Up to 60% energy savings in power and cooling without performance compromise
- **Automated management for ease-of-use**
- Data encryption for information privacy and security
- Assured security and auditing with an unalterable audit trail
- Active/active replication
- Digital fingerprint technology for file immutability
- Self-auditing and self-healing to ensure tamper-proof and corruption-proof data

### SOLUTION: NEXSAN ASSUREON DELIVERS RAPID RECOVERY AND SECURITY AT A FRACTION OF THE COST

After assessing its archiving and data protection needs, Tyndall Federal Credit Union turned to Jack Henry & Associates, the provider of its Synergy Data Management solution, for suggestions. Jack Henry recommended Nexsan Assureon because of its.

- Interoperability - proven use with the Synergy Data Management solution;
- Performance and reliability - ability to enable fast individual file recovery, and provide seamless failover, and
- Protection - strong security, privacy and encryption capabilities.

“We selected Assureon because it allowed much faster access to files regardless of size, allowing our member service staff to provide faster service,” said Walker. “It also provided a complete failover so if the primary system ever goes down, our branch employees would not be aware of it.”

Tyndall Federal Credit Union was also very impressed with Assureon’s ability to help them prepare for compliance audits with robust alerting, strong data encryption and the ability to purge paper due to the redundancy of the system.

The credit union deployed two Assureon systems, one at their primary operations center and another at an offsite disaster recovery location. Assureon receives check and document images along with reports from the Synergy Data Management solution. Backups are moved to the Assureon archive using Symantec Backup Exec.

“  
We selected Assureon because it allowed much faster access to files regardless of size, allowing our member service staff to provide faster service,” said Walker. “It also provided a complete failover so if the primary system ever goes down, our branch employees would not be aware of it.”

## RESULTS: ASSUREON IMPROVED PRODUCTIVITY AT HALF THE PRICE OF THE PREVIOUS SOLUTION

Assureon has delivered an impressive return on investment for Tyndall Federal Credit Union. While costing less than half of the purchase price of the previous archiving solution, Assureon improved the credit union's employee productivity greatly. Data and files can be restored rapidly, without the burden of recovering an entire system. Help desk calls to the Tyndall Federal IT staff have been reduced greatly. Most importantly, credit union members are assured rapid access to their critical financial data.

Assureon provided the following data protection and security advantages to Tyndall Federal Credit Union:

- **Data Encryption** - Assureon provides information privacy and security with AES256 encryption - the same level authorized by the US Government for Top Secret Classified Information.
- **Assured security and auditing** - Assureon establishes an unalterable audit trail for the life of the image or data file. Every time the file is accessed, a record is retained of who accessed it and when.
- **Active/Active Replication** - Assureon has taken data replication to a whole new level with digital fingerprint technology. Assureon combines active/active replication and automated read failover/failback with innovative fingerprint technology to enable business continuity with data integrity.
- **Self-auditing and self-healing** - Assureon continually monitors files for fingerprint discrepancies, protecting them against tampering and corruption as well as accidental or deliberate deletion or theft. If discrepancies are discovered, Assureon notifies the administrator and self-heals the file.

"Assureon's encryption capabilities were a huge selling point," said Walker. "We also liked that the system can 'self-heal' if data ever becomes corrupt.

## ABOUT NEXSAN

Nexsan® is a leading independent provider of disk-based storage systems purpose-built for the mid-market, offering easy-to-use, efficient, enterprise-class solutions that overcome the challenges of traditional storage to deliver a different kind of storage experience.

For more information, please see the company's website at [www.nexsan.com](http://www.nexsan.com).