



Objective: Designing a Disaster Recovery Plan that meets strict auditing standards and doesn't break the bank

"With the help of Lightstream, we have been able to design a fully redundant network that allows us to, in the event of a disaster, transmit critical data and have it available to our members when they need it."

Ray Carsey, VP of IT – Mountain America Credit Union

Background

Since 1934, Mountain America Credit Union has been a member-owned, not-for-profit cooperative financial institution with an on-going tradition of partnering with consumers to help meet their financial needs since March 1934. With more than 309,000 members and \$2.7 billion in assets*, it is the second largest credit union in Utah. Nationally, Mountain America ranks 35th out of more than 8,000 credit unions.

Mountain America has a long heritage of partnering with members. The Credit Union offers its members a full-range of personal financial products and services, money-saving benefits, and timesaving conveniences geared to fit the different lifestyles of all of its members.

Mountain America's philosophy of offering easy access to high-quality products as a cooperative institution allows members to enjoy traditionally higher dividends on savings and lower rates on loans. Organized to serve, member satisfaction is the objective at Mountain America.

The Technical Business Case

Mountain America Credit Union (MACU) manages \$2.7 billion in assets* and their members demand a fully redundant, 100% up-time, IT infrastructure. As more and more transactions are processed via web tools, their Wide Area Network (WAN) has increased performance pressure and needs to have complete disaster recovery plans in place as well as tight controls on security, latency, and jitter. As a Federally Chartered Credit Union, MACU has strict auditing requirements. The added dimension of mission critical VoIP running on their data network made the core data infrastructure essential to daily business operation.

Why Lightstream?

Lightstream Communications is a telecommunications solution provider that represents multiple carriers. Lightstream provides unique value with their ability to step in and leverage their experience and knowledge across all carrier service platforms. Lightstream acts as a consultant utilizing the carriers' vast array of services and resources, matching the proper carrier services to the customer's specific requirements. These carriers include AT&T, Qwest, and Verizon, among others. Lightstream also provides great value from a design and engineering perspective. The engineers understand the technical requirements of a fully redundant, secure, converged network, which allows them to evaluate each carrier solution with credibility and ultimately recommend a solution that works. Lightstream can provide the customer with the best solution for the most economical price.

Summary

Lightstream worked with the MACU IT team to determine what the converged network needed to provide their end customers as well as the company itself. They laid out multiple solutions that would meet their needs and walked through the positive and negative aspects of each one. The team designed a solution that utilized Metro Ethernet solutions as well as a combination of MPLS (Multi-Protocol Label Switching) and Traditional Frame Relay. The combination of these services provided MACU with the network availability they needed and the ability to provide customer service and support that their members demanded.

**Data provided as of December 2007*

Lightstream Communications provides project- and solution-based consulting services that include IT network roadmap solutions, converged network design, services inventory and billing reviews, and end-to-end project management.

Mountain America Credit Union is a member-owned, not-for-profit cooperative financial institution with more than 309,000 members and \$2.7 billion in assets. It is the second largest credit union in the state of Utah. Nationally, Mountain America ranks 35th out of more than 8,000 credit unions.