

CASE STUDY

When LBS Financial Credit Union needed a more reliable telecom and security solution, it turned to TPx to safeguard its connection

Credit Union's Investment in SD-WAN Yields Customer Service Gains



The people we work with...account manager and support engineers... are all conscientious people, and I think they're looking out for us. If there's a problem, it gets escalated and resolved quickly. So I think TPx values us more than a larger company would."

*Kevin Reed, SVP
Information Systems, LBS
Financial Credit Union*



LBS Financial Credit Union is a member-owned cooperative providing savings, checking, Visa®, money markets, certificates, IRA, insurance, and investment services. Their field of membership encompasses fifty cities and multiple counties surrounding the greater Long Beach area, and currently serves more than 140,000 members with eight branch office locations and over \$2 billion in total assets. The credit union began as the Long Beach School Employees Federal Credit Union in 1935, and since then has continued to grow. During that time, the industry and the IT needed to support it has evolved due to new information security regulations and the rise in cyber threats. And as credit union members shifted from going into branches to online banking, the LBS Financial team has had to evolve its offerings.

PROFILE

LBS Financial is a member-owned cooperative serving more than 140,000 members and eight branch office locations

CHALLENGE

The credit union's network was ineffective and would regularly go down for extended periods of time

SOLUTION

To upgrade its network, LBS Financial worked with TPx to install an SD-WAN network

BENEFITS

- stable/reliable connectivity
- increased application performance
- improved user experience
- technology upgrade path

RESULTS

The partnership has saved the LBS Financial team considerable time and overhead so it can focus resources on its members

The Challenge

Senior Vice President of Information Systems for LBS Financial Credit Union, Kevin Reed, oversees a team of 13 people located in its Westminster, California, office. Reed has been with the credit union for over three decades. In addition to overseeing the typical IT responsibilities, he's also responsible for the institution's information security program. The team includes a core group of five who take care of day-to-day operations and manage the main system used for financial transactions.

In 2015, the credit union was working with a national telecom provider, and the LBS Financial team felt they were not given the attention or support they deserved from their provider. The telecom provider continually changed pricing and wasn't always responsive to LBS Financial's needs.

Worst of all, the network would continually go down, and the team never knew how long the outage would last. "There was no way to predict when it would go down," Reed recalled. The result was a poor experience for credit union members.

LBS Financial began working with a telecommunications broker who recommended the credit union consider TPx. Reed conducted his due diligence, checking with other financial institutions that worked with TPx. The difference was "night and day," according to Reed.

The Solution

Working with TPx, LBS Financial upgraded to Managed SD-WAN. The connection was stable, and credit union employees immediately noticed the difference. The secure, reliable connection made it possible for employees to do their jobs without disruptive downtimes allowing them to provide excellent customer service to their members.

"Our employees were very happy once we made the switch to SD-WAN and everything stabilized because they were the ones who had to deal with the upset members. They weren't able to get their jobs done when the network was down which made it difficult to focus on members' needs," Reed said.

"For telecom, what we need is stability, making sure that our circuits are up for both data and voice," Reed added. "We have a call center that handles an enormous amount of calls every day, so having stable circuits for that is really important too."

TPx's Managed SD-WAN solution prioritizes traffic for LBS Financial's business priorities to achieve a stable and optimized connection. With better network performance, the credit union is benefitting from increased application performance and improved user experience that allows them to provide a better level of service to their members.

The Results

With TPx, the LBS Financial CU team has a partner they can turn to as needed with any issues that arise. And the TPx team is continually working with the credit union to keep them apprised of the latest technology in the marketplace.

"Customer service is really important to us because we're a customer service business," Reed said. "Any financial institution offers pretty much the same services as every other financial institution, so quality and dependable customer service is one of our main differentiators. I felt that TPx really bent over backwards to get our business."

"As new technologies become available, TPx is making those available to us whether or not we're using them right now so there's always an opportunity to make improvements to our network and services," Reed said. "It's nice to know we have a partner we can count on as our needs change over the years."

About TPx

TPx is a nationwide managed services provider (MSP) delivering cybersecurity, networks, business internet and cloud communications at scale. For more than two decades, TPx has helped customers across every business sector address the growing complexity of their IT environments. With a full suite of managed IT services, TPx is making IT more accessible for businesses coast to coast. For more information, visit tpx.com or follow TPx on [LinkedIn](#), [Twitter](#), and [Facebook](#).

