



# SAVING IT TIME AND MONEY IMPROVES SERVICE AT TRULIANT FEDERAL CREDIT UNION



## CREDIT UNION DRIVES PRODUCTIVITY ACROSS REMOTE SITES WITH KACE

### BACKGROUND

Established in 1952, Truiliant Federal Credit Union (TFCU) has come a long way from its humble beginnings when it had 2,000 members and \$100,000 in assets. Today, the \$1.1 billion credit union serves over 180,000 member-owners, including employees from more than 850 companies across four states. Truiliant's quick growth has brought many challenges for its IT department.

KBOX saves TFCU's 10 person IT team over 7,000 hours, or over \$170,000 annually. What's more, the KBOX paid for itself in less than two months.

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— Jason Allen, Helpdesk Technology Support Specialist II for TFCU

### CHALLENGE

#### Rapidly Growing Company and Customer Base Takes a Toll on IT Staff

TFCU's small IT department found itself at times scrambling to manage the many distributed computer end-points of its 450 employees. Because the company is spread across four states, much of the IT help and maintenance tasks have to be done remotely, which adds extra pressure to the 10-person department. A lot of this pressure comes from the need to perform routine maintenance, such as software updates. For example, the majority of TFCU's computers run Adobe Reader and multiple versions of Java – both requiring regular updates. In fact, Adobe Reader requires updates every six months. If ignored, outdated versions running on the system slows end-user performance dramatically.

The IT team found itself spending too much of its IT budget on fees associated with application maintenance. TFCU sought an outside vendor partner to assist with maintenance tasks, but the software-only solution was no remedy at all – it was unreliable and complex. IT staff found themselves spending too much time on manual updates instead of focusing on managing service requests from members and employees. Continuing company growth, including remote access points, and distributed offices only compounded the problem.

“There were no shortages of challenges and headaches in our IT department,” said Jason Allen, Helpdesk Technology Support Specialist II for TFCU. “We manually deployed applications across our offices, which took an incredible amount of time.” Jason added, “Software updates were an even larger challenge

because we didn't have a streamlined process and found ourselves in a reactive state fighting fires throughout the day. These small, but time-consuming tasks took us away from performing our main objective, which is to maximize the positive experience for the 180,000 members that use our services.”

#### KACE TIME: Truiliant Federal Credit Union

**DEPLOYMENT**  
Less than a day

**TRAINING**  
Less than a week

**TIME AND MONEY SAVINGS**

- Saved over \$170,000 in IT costs annually
- ROI realized in less than two months
- Avoided hiring two new employees

### SOLUTION

#### KBOX Systems Management Appliance Brought Quick Answers, and ROI

With their current solution not producing as expected, Jason and the TFCU support services team decided to look elsewhere for answers. They talked with other vendors about the services that they offered and the TFCU support services team found that KACE's KBOX had more to offer and was a real bang for the buck. After an evaluation period they decided to purchase the KBOX Systems Management appliance and saw immediate results. Deployment and staff training took less than a week, and the appliance was rolled out in just a day. The first component that impacted the team's productivity was KBOX's exceptional ease-of-use. In fact, the team was able to start running maintenance tasks and software updates before they even made a training call. “Immediately following deployment, KBOX did the work it previously took two employees to do, we

were able to save a tremendous amount of time, which in the long run saves money,” according to Jason Allen.

The KBOX Systems Management appliance scaled readily to the needs of the growing organization and provides reliable remote management for Truliant’s complex network through its unique combination of capabilities such as remote administration, automated software distribution, license and regulatory compliance, and help desk support.

Today, KBOX saves TFCU’s 10 person IT team over 7,000 hours, or over \$170,000 annually. What’s more, the KBOX paid for itself in less than two months. While Jason and the IT team find ease-of-use, remote management, and cost savings all very important benefits, it was the ability of the KBOX to connect disparate systems to be one of its biggest benefits.

“We service four different departments across different states, so manually updating software was a problem before KBOX,” said Jason Allen. “We can now automatically set up queues of specific software to run for each department, no matter where it is or what the department needs. This directly saves money because we can more easily ‘share’ software instead of buying and configuring separate copies by using KBOX.”

Solving the software distribution and updating problem was another big benefit for the team. KBOX automatically logs and files software license compliance management and updates software from the back-end so end-users do not notice any program slow-down. KBOX quickly highlights which end-users have outdated versions of software running on their system and the team can easily deploy current versions of software. Jason estimates this capability saves a week of work each time updates occur, and KBOX is able to make those updates in a matter of minutes.

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## SAVE TIME AND MONEY WITH THE KBOX SYSTEMS MANAGEMENT APPLIANCE

### Time Savings

- 7,000 hours annually
- Saves two weeks per year in employee hours performing software updates
- Able to remotely service four different departments at the same time

### Cost Savings

- Eliminated the need to hire two new employees
- Saved TFCU more than \$170,000 in yearly savings



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