South Carolina Federal Credit Union

Financial institution brings ATM management in-house with Fiserv and Stratus

Business situation

South Carolina Federal Credit Union has come a long way since the 1930s when a group of shipyard workers founded a credit union for fellow employees at the Charleston Navy Yard. Now a community-chartered credit union open to all, South Carolina Federal stands among the 100 largest in the U.S., with more than $1.4 billion in assets and over 150,000 members. Member-focused service has remained a constant through seven decades of change and growth.

After years of outsourcing the management of its 80 automated teller machines, South Carolina Federal needed more flexibility to deliver electronic services to credit union members at its ATMs. Outsourced ATM management did not lend itself to customizing service at the cardholder level.

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> **Drew Foley**
> LynxGate Business Director
> Fiserv, Inc.

QUICK FACTS

SOLUTION PROFILE
- In-house ATM management enables flexible service delivery
- Driven by servers that approach 99.9999% uptime
- Supports 80 ATMs at branch and remote locations
- Intercept processing helps solution pay for itself

PRODUCTS
- Fiserv LynxGate® ATM management software
- Stratus® ftServer® systems
- Stratus ftScalable™ storage
- Microsoft® Windows Server® operating system
- Microsoft SQL Server® database software

SERVICES
- Stratus support services

Uptime. **All the time.**

Stratus® Technologies

Not only were customization opportunities limited, but also any change request had to be submitted to the third-party service bureau 30 days or more in advance.

Bringing management in-house would let the credit union take direct control over service delivery at the ATM: everything from one-to-one promotional offers, to displaying machine status updates, to integration with member relationship management (MRM).

"There are quite a few things we wanted: new flexibility, reduced costs, added functionality, more personalized member service. ...We are counting on the Fiserv and Stratus solution to help us get where we want to be."

Arthur Harper
Vice President, Electronic Services
South Carolina Federal Credit Union

Business objectives

In addition to the overall goal of flexible service delivery, the credit union mapped out a number of specific objectives for bringing ATM management in-house:

- Enable one-to-one service to members
- Save on transaction fees and telecommunications costs
- Maintain highly reliable service
- Support business continuity and disaster recovery
- Provide return on investment by paying for itself

To ensure success, the credit union conducted an extensive evaluation of technology suppliers that included site visits to other credit unions. One choice rose to the top: LynxGate ATM management software from Fiserv, paired with fault-tolerant servers and storage from Stratus Technologies.

The ATM management solution

"There are quite a few things we wanted: new flexibility, reduced costs, added functionality, more personalized member service," said Arthur Harper, the credit union's vice president of electronic services.

"Flexibility means we want the ability to set menu options for denominations that can be withdrawn at the ATM, and to set velocity limits (how much cash can be withdrawn) at the cardholder level. We wanted the ability to drive our own messages to the ATM. We also wanted to integrate our ATMs with our MRM system. And we needed an in-house ATM management solution that would let us do all that," he explained.

Uptime. **All the time.**

In addition, South Carolina Federal wanted to use more of the advanced functionality of its Diebold Opteva® ATMs to enhance self-service for members.

Fiserv, Inc. is supplying the LynxGate ATM management suite, which integrates into South Carolina Federal's existing network and host environment. Easy to use in-house controls will allow staff to customize screens and promotional messages in minutes. Transactions by the credit union's cardholders at its ATMs will be intercepted and routed directly to its host system for authorization processing. When the core processor is unavailable, LynxGate is able to perform authorization to ensure 24/7 service.

To keep service levels high, LynxGate monitors the network and provides staff with alerts about ATM status and performance. LynxGate is built on a standard Microsoft Windows® operating system and the SQL Server database, a familiar environment for technical personnel.

The credit union chose the ftServer family of Intel processor-based servers from Stratus Technologies to provide full-function fault-tolerant computing right out of the box.

South Carolina Federal also considered the best way to ensure the reliability of in-house management. Protecting uptime with some form of redundancy is a best practice in transaction processing systems. But common techniques, such as clustering multiple servers, demand considerable skill. The credit union chose the ftServer family of Intel® processor-based servers from Stratus Technologies to provide full-function fault-tolerant computing right out of the box. Software applications immediately benefit from server availability approaching 99.9999%. Said Drew Foley, LynxGate business director at Fiserv, "In a world of increasing uptime expectations, Stratus makes sense for savvy financial institutions."

Features built into ftServer systems keep the system running without a server outage or data loss even in the event of a component failure. Components inside the servers operate in parallel with each other to provide automatic redundancy, active system monitoring, and automated call-home problem reporting. The credit union is complementing its ftServer systems with Stratus ftScalable storage, similarly designed to provide continuous uptime assurance. The credit union is phasing in the Fiserv and Stratus ATM management solution, with plans to have all of its 80 ATMs cut over.

Business impact
Lower costs are expected to pay for the in-house ATM management solution during its first year of operation. Eliminating third-party fees for on-us transactions (transactions made by credit union members) and a reduction in telecommunications charges paid to the service bureau will produce most of the savings.

Uptime. **All the time.**

Because database changes can be made on the fly, coordinating ATM moves or adding locations will no longer require 30 days advance notice. And, having two ftServer systems in place – one for production, and one at a remote location for testing and disaster recovery – will provide added business continuity assurance.

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Another major advantage is in the future plan: enabling reliable one-to-one member service at the ATM. While a member waits for a card transaction to process, for example, she could be presented with a pre-approved rate for an auto loan based on her profile. If interested, she would press "yes" to have a branch service representative follow up. "We are counting on the Fiserv and Stratus solution to help us get where we want to be," said Harper.

About Stratus

Stratus delivers uptime assurance for the applications its customers depend on most for their success. With its resilient software and hardware, backed by proactive availability management services, Stratus products help to save lives and to protect the business and reputations of companies, institutions, and governments the world over.

To learn more about worry-free computing, visit www.stratus.com.

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