

# Outsourcing Roundtable with Symitar® Clients

Have you been wondering whether it makes more sense to replace your aging hardware or to consider outsourcing your core? We invite you to “sit in” on a Q&A roundtable session with credit unions just like you, who were recently asking themselves the same questions.

## QUESTION:

How has outsourcing affected your credit union’s operating budget?

## ANSWER:

The costs [of operating and managing in-house hardware and software] are more controllable now than when we were operating in-house. Before, we couldn’t forecast what our maintenance cost for the year would be, plus we had to take into consideration line items like buying servers and getting maintenance on those servers – things that weren’t included in our annual maintenance fee that really added up.

– *California-based credit union*

## QUESTION:

How has outsourcing impacted your IT staff?

## ANSWER:

We started our journey into the cloud, at first, as a way to have our IT staff focus on more business-centric activities and get out of running a data center. Outsourcing has reduced the burden on IT to manage and maintain applications that were previously in-house – thereby allowing for faster and smarter project throughput.

– *Illinois-based credit union*

## ANSWER:

We’ve been able to reallocate our [IT] staff. Since they don’t have to plug into the patch panel to make sure the machines are working properly, our IT staff are now spending their time monitoring and making sure our system isn’t getting hacked. On top of that, our Vice President of IT no longer has to get up on a Sunday morning to put on a release.

– *California-based credit union*

## QUESTION:

What about disaster recovery?

## ANSWER:

We have much better disaster recovery coverage with lesser cost. Although [the COVID-19 pandemic] was not a part of our initial analysis and decision to outsource, it will certainly play a part going forward. This will prove huge as we scale up without any issue.

– *Illinois-based credit union*

## ANSWER:

[For example,] there was construction going on in our area, and someone accidentally knocked out our telecom and data lines. Because we were running on Symitar® EASE™ operations, our members still had services such as ATM, debit cards, and shared branching. This was the second construction-related service interruption in six months that EASE helped us through.

– *Texas-based credit union*

**QUESTION:**

Has outsourcing helped you keep up with innovative tech?

**ANSWER:**

By outsourcing, we've found that we could adopt a lower price point all the innovation at the edge with cloud providers. This enables us to get ahead of the curve with things like robotic process automation (RPA) and machine learning in our data warehouse.

*– Illinois-based credit union*

**QUESTION:**

Has outsourcing made a difference with risk management and compliance?

**ANSWER:**

Cybersecurity is an important matter for us. We looked at what we can do on our own versus what Symitar can do in a data center, and outsourcing made sense for this reason, too. We could have justified using EASE based on cybersecurity alone.

*– Texas-based credit union*

**ANSWER:**

An NCUA examiner beat us up during an IT audit. He wrote 14 pages' worth of notes and recommendations. At the suggestion of the examiner, we ultimately decided to outsource. We migrated our hardware first, then our core. We haven't seen an NCUA examiner since [our follow-up], so the decision to outsource obviously made them comfortable enough that they don't feel the need to check up on us.

*– California-based credit union*

For more information about the benefits of outsourcing, visit us [online](#).

For more information about Symitar®,  
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