



IT Managed Services

Control of your Credit Union's technology

wellington IT

Home
Renovation
Loans

Wellington IT Managed Services: **we can help**

IT is a mission critical deliverable. Amid jostling priorities and operational demands, the integrity of the Credit Union's IT systems can't afford to falter—either through cybersecurity lapses, managerial oversights, or the lack of a proactive strategy.

Wellington IT cater specifically to the Irish Credit Union sector, offering everything the Credit Union needs to operate efficient IT systems under one roof.

Our extensive knowledge of the sector means that our clients benefit from specialist insight honed over years engaging and operating with industry stakeholders.

The Wellington IT Managed Service is developed specifically to meet the key challenges of the Credit Union. It ideally complements the Credit Union's core financial softwares, and offers a solution to each of the Central Bank of Ireland (CBI) control areas which outline the correct maintenance of an IT infrastructure.



Assessment control areas

- Oversight of Board of Directors and senior management of IT and cybersecurity risks
- IT Specific Governance
- IT Risk Management Framework
- IT Disaster Recovery and Business Continuity Planning
- IT Change Management
- Outsourcing of IT systems and services
- Cybersecurity

Wellington IT Managed Services solution

- Review process
- Providing oversight
- Training
- Full site infrastructure audit
- Proactive monitoring
- Managed Service helpdesk
- Risk register mitigation
- BCP testing
- DR testing
- Change management
- Asset inventory management
- Relationship management
- IT specific cybersecurity



Discover, deliver & maintain

Wellington IT work with the Credit Union using a skilled methodology that ensures continual safeguarding, improvement, and service delivery excellence.

We find out everything we need to know about current systems and inventories in a **discovery** phase, before identifying the right solutions, and work towards their **delivery**. The

benefits of IT Managed Services on operations come into play when we move to the **maintenance** phase, which is covered by the SLA.

Wellington IT invest heavily in our own infrastructure and technologies, completing regular training and constantly applying client feedback into a process of continuous improvement.

DISCOVER

Full site audit: A complete audit of current infrastructure by fully trained staff and written report on findings.

Asset inventory: A list of all the equipment within the Credit Union will be created and reviewed. Warranty details and licensing will be established and reviewed as part of the review process.

DELIVER

Change management: Usually the Credit Union will appoint a 'change manager' to help during the transition from old to new. Wellington IT can assist with drawing up a Change Management Plan. Controlling change is crucial to successful change delivery.

Ascertain solution: Wellington IT will work with the Credit Union to ascertain and install the right fix - whether it is an on-premise or hosted IT technical solution.

MAINTAIN

Relationship Management with third parties: Where appropriate, Wellington IT will make recommendations with regards to how the Credit Union can manage its relationships with other service providers. This will lead to greater efficiencies and a standardised approach to imperatives such as processes and training.

Reviews, Business Continuity Planning (BCP) and Disaster Recovery (DR): Wellington will plan a calendarised review process in agreement with the Credit Union. We will take responsibility for the IT aspects of BCP and DR testing. We will create systems of prevention and devise the steps to take in the event of service disruption or fallout, to ensure continuity for customers.

Proactive monitoring, helpdesk and oversight: Trained staff will identify and notify the Credit Union of any issues prior to hours of operation to minimise disruption to customers. We will also provide helpdesk services staffed with trained and knowledgeable people who are familiar with the SLA. Wellington IT views a board of directors' risk oversight role as critical to the sound running of the Credit Union. We will establish direct contact with the appropriate people within the organisation so that they are always kept in the communications loop.

Cybersecurity, security awareness training and risk register mitigation: Wellington IT will assist the Credit Union in obtaining the government-endorsed Cyber Essentials standard, which sets out a good baseline of cyber security and controls for all organisations. We will also instruct all Credit Union staff in security awareness and hold a record of those who have completed training. A detailed risk register should be set up and maintained, leading directly to risk handling and risk mitigation. We can get the ball rolling on this.



Backups and Antivirus: Wellington IT will design and implement a bespoke backup strategy that suits the needs of their Credit Union using the tools that fit the solution best. This includes, but is not limited to, Veeam® Backup & Replication™ software. We also manage the uninterrupted power supply (UPS) if it is provided by us and will ensure antivirus software is up-to-date.

Windows infrastructure: Wellington IT will provide the relevant information to ensure user account management matches the CU's policies.

Dell OMSA: Wellington IT will proactively monitor the hardware that is under warranty and flag up any equipment that falls outside of this. We will also liaise with Dell to arrange replacements or parts where necessary.

Patch management: Wellington IT will ensure all approved management updates are pushed out to all the relevant PCS and that they are all connected to the network.

Meeting assessment control areas

Credit Unions are required by the CBI to put effective structures in place to mitigate and manage IT related risks. These must be appropriate for the business model, size and technological complexity of the Credit Union. It must also illustrate awareness of the sensitivity and value of its information and data assets. Given the wide scope of assessment control areas, Credit Unions must implement a holistic approach to IT and cybersecurity risks. They must take measures to minimise the risk of consumer detriment. The

All risk areas, including financial risks, operational risks and IT risks, are managed as part of a wider business strategy. With Wellington IT Managed Services, Credit Unions can be sure that all boxes are ticked, and that they will be followed to the letter of the SLA. Wellington IT offers a solution to potential threats or security lapses.



About Wellington IT

Imagine your Credit Union leading the financial community - it's possible with Wellington IT. We're the premium partner for the Credit Union's strategic financial solution and IT service needs. Wellington IT have global scale but local expertise and agility, with over 30 years of experience in the Credit Union IT industry.

We are the only provider on the island of Ireland that can provide both your core financial software and a full managed service.

This releases Credit Unions from the stress of managing their IT to focus on their core business.

- We partner with 46% of the Irish Credit Union market by assets to help them grow, manage and protect their Credit Unions
- Our systems and processes are audited by the Central Bank of Ireland, Grant Thornton, and our parent company, Constellation Software
- We are committed to operational excellence and comply with ISO27001 AND ISO20000
- We are part of the Volaris Group an organisation acquires, strengthens, and grows vertically focused technology companies, offering us a safe and permanent home, positioning companies like ours for

long term, sustainable growth.

- We have a network made up of over 200 international IT companies and access to global best practice in processes, leadership, and functional excellence
- 90% of the top community Credit Unions use Wellington IT
- Our biggest customers saw an average loan book growth of 26% in 2016
- We have offices in Dublin, Cork, and Belfast, meaning no matter where you are, we're your local provider





Conclusion

The financial services industry is a regulatory minefield that could be fully managed by a Managed Service Provider. Credit Unions must take measures to minimise the risk of consumer detriment due to IT and cybersecurity incidents. Outsourcing the management of complex IT systems is a solution to the problem. It frees the Credit Union up to fully focus on achieving strategic and operational goals. Choosing the right management partner for your Credit

Union means choosing an ally that will guide you through the ever-changing tide of regulatory change, integration challenges, and cybersecurity concerns. Credit Unions must be sure they are trusting the right company to provide this support.

Wellington IT know there's no time for downtime in the running of your Credit Union. With our proactive IT Managed Services solution, technology will be the least of your worries.

wellington IT

Head Office
91 Wellington Park
Belfast
BT9 6DP
Tel: +44 (0)28 9068 1531



Wellington IT are the Credit Union's biggest ally. Call us to discuss how IT Managed Services can help you.