

Buckeye State Credit Union gives its members superior Service and Value by upgrading to Fiber-optic services

BACKGROUND

Buckeye State Credit Union (BSCU) started as a member-owned financial cooperative in 1933 and grew exponentially in the 1990s through mergers with other credit unions, tripling in size over 15 years. But it's the 21st century issue of connectivity that led BSCU to develop an extensive and reliable network with the help of Time Warner Cable Business Class (TWCBC).

Reliability of the TWCBC network is one of the key factors for consistent productivity and member confidence at BSCU. "If members can't get [online] to view their money, they think about putting it somewhere else," said Charles Stanfield, Chief Information Officer for Buckeye. "So reliability in real time is a key factor in the banking industry."

SOLUTIONS

As a longtime TWCBC cable modem high-speed Internet service customer, Stanfield upgraded to TWCBC's up to 50 Mbps point-to-point Ethernet Private Line (EPL) circuit in 2008 to connect its headquarters to the centralized disaster recovery site. Two years later Stanfield added up to 50 Mbps Dedicated Internet Access (DIA) at the headquarters location and replaced T1 lines at each of their five branch offices with up to 10 Mbps DIA circuits to help each branch keep up with the growth and expansion. The upgrade provided BSCU with triple the bandwidth at a cost more affordable than the cost of T1s.

RESULTS

EPL is an excellent choice for enterprises like financial institutions to move large amounts of data quickly and securely. In the event of an emergency at its headquarters, live data is always accessible from the disaster recovery site. This could save BSCU countless hours of recovery time and give its clients the peace of mind in knowing their account information is always secure and available.

The EPL circuit, which gives BSCU a secure point-to-point connection is a cost-effective, reliable, high-capacity business Ethernet service alternative to traditional TDM private line service. Also, EPL is built on standardized, MEF-compliant Ethernet, making it easy to manage. The additional DIA service gives BSCU a continuously protected link between its local area network (LAN) and the Internet. It works seamlessly with the same Ethernet protocol used for LAN.



Charles Stanfield

Chief Information Officer,
Buckeye State Credit Union



buckeyecu.org

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RESULTS (cont.)

Installation was smooth every step of the way. Experienced technicians arrived right on time with the required equipment. This was a welcome change for BSCU, which had experienced getting a large window of time during which its previous provider might or might not show up with the appropriate equipment. Stanfield can't say much about the post-install support because "... I usually call Time Warner Cable Business Class support team when I'm adding another level of service."

BSCU likes the scalability of the fiber-rich TWCBC network that can scale up to 10 Gbps+, providing the ability to add additional bandwidth without the overhead cost of adding equipment. Stanfield also appreciates the local account representation and account management unique to TWCBC. Now in its 80th year, BSCU is stronger than ever, maximizing the cost savings it has realized with TWCBC to upgrade internal personnel computers and network equipment, while also partnering with third-party providers to enhance BSCU's financial services portfolio.

With all its members owning a portion of the credit union, "we have to provide the best level of service and the best value for the people that put money in our institution." Added Stanfield, "we need to provide the best data circuits for uptime and reliability... and Time Warner Cable Business Class has been able to meet those needs."

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About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable (NYSE: TWC), offers a full complement business communications tools to small and medium-sized businesses and enterprise-sized companies. Its Voice, Internet, Television, Network and Cloud Services are enhanced by award-winning customer service and local support teams. Through its NaviSite subsidiary, the Company also offers managed and outsourced information technology solutions and cloud services. Time Warner Cable Business Class was founded in 1998. Today, it serves more than 592,000 business customers throughout Time Warner Cable's markets. For more information, please visit business.twc.com.

