Embracing Infrastructure as a Service

WHEN NIH FEDERAL CREDIT UNION SUDDENLY FOUND THEMSELVES WITHOUT AN IT TEAM, OPTIRI WAS ABLE TO STEP IN AND HELP CARRY THE LOAD.

NIH Federal Credit Union

Rockville Pike, Maryland

2005
Optiri Client

48K+
members

$809M
in assets

Services Used:

- vCISO
- Managed SIEM
- Information Security Awareness Training and Phishing Training/Testing
- BCP
- Azure Services
- Microsoft 365
- Microsoft Virtual Desktops
- Managed DR/Replication
- CU Control
- Connector-DR

Background

When Christopher Newell, Vice President of Information Technology at NIH Federal Credit Union, first stepped into his role at NIH FCU, he found that the credit union had an immediate need for IT help. Several of the existing IT team had moved to a new opportunity at the same time, leaving NIH FCU in an immediate need of experienced IT professionals.

Luckily, NIH FCU had an existing relationship with Optiri, and Newell was familiar with their Cloud offerings from his previous credit union. They began with the Managed DR/replication service for replication, then added CISO as a service roughly six months later. They would eventually go on to add Managed Patching and Security Information and Event Management (SEIM) services, and move all of their DR infrastructure to Optiri.

"There's scores of vendors that we work with, and there's not many I can think of that I truly trust the way I do Optiri."

Christopher Newell, Vice President of Information Technology

Leveraging Infrastructure as a Service

It was 2015-2016 when NIH FCU began moving their infrastructure to Optiri and relying on them to provide various IT services. One challenge in particular they faced was losing their internal CISO. At this time, CISO salaries had suddenly begun to rapidly increase, a trend which has continued to present day. Optiri, however, was able to provide CISO as a Service, saving NIH FCU from working a new, expensive position into their budget. "It really made us sleep better at night, knowing that a team of people were keeping an eye on direct access to our firewalls and all the different tools we use to monitor security," said Newell. "That service in particular really hit it out of the park."

Optiri aided in the development of NIH FCU's governance plan, which has allowed NIH FCU to meet cyber security and network security objectives. "Our results have been very good on NCUA audits, which are so important," said Newell. In fact, the credit union had only two findings in their 2022 audit, and no findings in 2023. "Our number of findings has gone down every year that I've been VP of Information Technology."

> "*Optiri is a key partner for us. They definitely deserve some kudos and some measure of responsibility for the success we had in our NCUA and independent audits.*"
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> **Christopher Newell,** Vice President of Information Technology

Advice to Other Credit Unions

Newell said he would recommend Optiri to other credit unions. "They're a very experienced bunch of people over there," he said. "They know credit unions and that has a lot of value."

About Optiri Optiri delivers optimized, refreshed and innovative IT solutions designed specifically for credit unions. By leveraging their deep industry expertise, Optiri addresses complex technology challenges – ranging from disaster recovery to network security – ensuring seamless, secure and compliant operations. Their tailored approach enables credit unions to focus on member-facing innovations while Optiri handles the technology that powers credit union success. Learn more at **Optiri.com.**

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