



A Trustworthy Partner and Service Provider

WHEN IT COMES TO MANAGED SERVICES PROVIDERS, OPTIRI PROVIDES TRANSPARENCY AND PARTNERSHIP.

*Nymeo Federal
Credit Union*

Gaithersburg, Maryland

2017

Optiri Client

21K+

members

\$352M

in assets



Services Used:

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

Background

Nymeo Federal Credit Union approached Optiri in 2018 in search of a better managed services provider (MSP). They were unhappy with their current provider, which they felt lacked transparency. From there, a six-year and counting partnership would bloom. Now, Nymeo Federal Credit Union continues to work with the Optiri team, utilizing services such as the vCISO Service and the Managed SIEM service.

“We are happy with what we are getting from Optiri: a trustworthy partner who’s providing us with tools and who we truly believe wants do the right thing by our credit union.”

Greg Bowman,
Chief Technology Officer at Nymeo Federal Credit Union

Building a Partnership

Nymeo FCU left their previous MSP due to a lack of trust and transparency. Now, they cite trust in Optiri as a mainstay of the relationship. Greg Bowman, Chief Technology Officer at Nymeo FCU, recalls a time early on in the partnership when Nymeo FCU turned to the Cloud team to source and implement a new firewall as a replacement for their current, outdated firewall. There were delays in implementing the new firewall, but because Optiri maintained an open line of communication, they were able to share that the initial firewall they had selected as a replacement started displaying issues when they began rollout. The team needed to pivot and start again with a new firewall that would have fewer problems and be better suited to Nymeo FCU's needs.



Credit Line Increase Campaign puts much-needed credit in the hands of underserved consumers. First Financial Credit Union and Optiri serve the right cardholders at the right time.

"Optiri will diagnose the issue and work with you to fix it," said Bowman. "If something's going to take a while, they're open and honest about that. Seeing behind the scenes, and having the team explain the steps and how the process works, it helps build that trust."

Advice to Other Credit Unions

Nymeo's Bowman shared that he would recommend Optiri to other credit unions, especially those looking for an MSP. "With Optiri, you're going to receive so much positive, as well as tools that you might not be able to get on your own," he said.

"Being with Optiri for the past six years, we've built up an understanding that they're going to be truthful and tell it like it is with all of our projects."

Greg Bowman,
Chief Technology Officer at Nymeo Federal Credit Union



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.

