

Solving immediate Credit Union IT challenges with high availability solutions

CREDIT UNIONS



Retaining members and building resilient IT systems

Even the most established credit unions are struggling...

 26,346

New fintech startups.

These disruptions pose imminent threats.

→ [Source](#)

 86,451

Credit unions worldwide.

This means fierce member competition.

→ [Source](#)

 86%

Considering open APIs.

Financial institutions look to enable open banking capability.

→ [Source](#)

 1,318%

Increase in cyber attacks.

Causing some very real security concerns.

→ [Source](#)



Challenges

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7 Maintaining member loyalty

Members expect more, more often.

Credit unions need to be able to offer exceptionally high levels of availability for their online services, in order to retain the loyalty – and business – of existing members.

In today's 24/7 society, members expect consistent and easy access to their personal finances. Downtime must therefore be avoided at all costs, as this leads to poor member experiences, higher member churn, and reputational damage.

 Ditch downtime



Get it right from the outset.

Leverage documentation to make sure new technology is installed correctly and optimized to achieve the greatest ROI.



Optimize performance without specialist IT resources.

Credit unions have small IT teams that don't have time to be burdened with complex products. They need plug and play tech that's easy to manage.



Deliver the user experience members expect.

Credit unions need to ensure the high availability of their core banking platforms and web-based financial apps and, therefore, deliver the high quality experience members expect.



2 Growing members and services

New services need careful rollout.

[65% of bankers](#) believe traditional branch-based models of banking will be “dead” by 2025. To survive, credit unions need to expand their range of online services and offer a fuller range of financial products. As member numbers, transactions and network traffic increase, credit unions need to be able to expand the capacity of their existing systems and platforms, without disrupting day-to-day operations.

Avoid disruption ↗



Solutions

SOLU
TIO
NS.

Improve scalability of existing services.

To allow for growth in members, credit unions need to be able to support higher traffic volumes to existing applications and financial platforms without compromising performance.

Reduce deployment risks.

A per application high availability model reduces management complexity and minimises risks, as it avoids a single point of vulnerability that could cause a failure in multiple systems simultaneously.

Optimize the delivery of key projects.

Site licensing has the potential to deliver significant benefits, particularly for credit unions. It removes the need for protracted internal procurement processes, speeds up deployments, and avoids additional costs being incurred.

3 Improving resilience against security threats

Data and network security are of paramount importance.

Ransomware is a huge concern for credit unions. It's estimated that [48% of credit unions](#) may have critical vulnerabilities due to out-of-date systems. Strict legislation means any breach could result in a fine, as well as significant business disruption and reputational damage. So cybersecurity and data storage strategies need constant review and modernization.

 Avert disaster...

Gain greater visibility of risks.

Tech based built on open source technology provides greater security. Thousands of eyes on the code means vulnerabilities are spotted, fixed and resolved far quicker. This means security updates can be implemented much faster.

Add an extra layer of web security.

A web application firewall (WAF) protects web-based applications from common vulnerabilities by applying a set of rules to HTTP traffic and blocking actions it regards as suspicious.

Protect against ransomware with immutable backups.

Immutable backups can be used to help protect data in the event of an attack. And with immediate retrieval, data loss is minimized, and business continuity ensured.



4 Open banking



Open banking threatens traditional models.

On the one hand, members want more personalized and customized services. This requires closer collaboration and data sharing with approved third-parties in order to initiate payments and transactions, and share and download financial data. However, on the other hand, there is a primary need to keep data secure while at the same time making it available to more users, and therefore more potential vulnerabilities.

★ Mission Impossible?



Adapt to member needs.

IT infrastructure needs to be agile and flexible to adapt quickly to changing trends and evolving member expectations. Members want a frictionless experience, as well as control over preferences and solutions.

End-to-end digital architecture.

The design of workflows capable of connecting different users, systems, and stores depends on application-specific features at communication endpoints.

Account-to-account networking.

This requires secure and open APIs, allowing API-enabled products with strong security and authentication practices, consistent with new standards such as OpenID Connect, FIDO, and OAuth.



5 Future proofing IT infrastructure.

Those that adapt quickest are likely to have the strongest advantage.

Credit unions need to be able to seize new opportunities and build flexible IT infrastructure that can not only support new services but also deliver existing services in new ways to reduce costs, improve security and increase performance. In the US, [CUNA](#) has encouraged Congress to regulate digital currencies, leveling the playing field in the digital currency arena, and enabling fairer competition in new digital marketplaces.

Good luck ✨ with that!



SOLUTIONS.

Switch effortlessly between platforms.

Credit unions need flexible tech, that can evolve with them, across any platform. Avoid end-of-life scenarios to make sure you are in control of when and how you chose to upgrade.

Optimize performance in hybrid environments.

Credit unions will need to utilize hybrid and multi-cloud platforms to simplify day-to-day management and reduce costs.

Don't try and go it alone.

Deploying a new financial services platform can be complex. Use tech partners to save time and help you optimize the solution.

Summary

Load balancing plays a small but strategic role in:

- Maintaining member loyalty.
- Growing members and services.
- Improving resilience against security threats.
- Future proofing IT infrastructure.
- Addressing open banking security concerns.



“ By facilitating the high availability of critical finance applications, load balancers can help solve many pressing credit union IT challenges.”

Malcolm Turnbull, Co-Founder, [Loadbalancer.org](https://loadbalancer.org)

About the company

Our mission is to ensure your business is never interrupted by downtime — using tailored, high availability solutions to optimize application delivery.

Bringing decades of experience to your deployment, we're here to get to the heart of what matters to you, delivering uptime you measure in years, not months.

Find out if our clever, not complex, Application Delivery Controllers (ADCs) and exceptional, personalized support are the right fit for your application stack.

www.loadbalancer.org



SMART • FLEXIBLE • UNBREAKABLE

