



SUCCESS STORY

Boston Firefighters Credit Union

Leveraging Managed Services Through a Trusted Partner

Boston Firefighters Credit Union strengthens relationship with COCC through innovative technology and superior service.

Boston Firefighters Credit Union

- 2 Locations
- \$425 Million in Assets
- Dorchester, MA

Boston Firefighters Credit Union was established in 1948. Since that time, BFCU has had one goal: to provide high quality services in a warm, friendly atmosphere, to offer the best possible rates, while operating in a safe and sound manner, consistent with all regulatory rules and regulations. BFCU provides banking services including savings, loans, and other financial services to over 8,000 members living by its tag line of "simple and honest banking".

In today's fast-paced digital world, it is crucial for financial institutions to not only stay ahead of the curve, but to place themselves at the leading edge. This is particularly important for community banks and credit unions, who need to adapt quickly to meet the changing needs of their members, all while maintaining the highest level of security and regulatory compliance when it comes to their infrastructure.

Recently, Boston Firefighters Credit Union was facing this all-too-common situation. Their current network infrastructure was starting to show its age and was no longer meeting their current demands, but upgrading to a new system had the potential to disrupt the daily routines of their user base. Boston Firefighters Credit Union (BFCU) needed to find a trusted partner who could offer innovative technology and superior service while ensuring a seamless transition. The perfect solution was to further their relationship with COCC and their virtual desktop infrastructure via iWorkstation. COCC's iWorkstation is a virtual desktop infrastructure that provides institutions with a comprehensive suite of tools and services that is fully hosted in COCC's secure private cloud, meaning that community banks or credit unions can enjoy benefits such as secure access to their applications and data from anywhere without investing year after year in expensive hardware or IT resources. Institutions can also easily provision and deprovision desktops, reduce hardware costs, and improve their disaster recovery capabilities. This innovative solution enables banks to work more efficiently, increase their productivity, and provide a better, enhanced member experience overall.

Trust in Vision

COCC understood the challenges that BFCU was not only facing but was about to approach and worked diligently to address their needs. Additionally, the financial institution was operating under a deadline to have their Disaster Recovery (DR) instance available to them as their current DR availability was due to expire. COCC took this into consideration and made it a priority to get their users onboarded quickly and efficiently. One of the key elements that contributed to the project's success was the willingness of the credit union's user base to embrace the new system and any changes that came their way. COCC was thrilled by how the staff deftly adapted to the changes that the new system brought, and they received nothing but praise and support from the team. This partnership was a testament to how a shared commitment to a common goal can achieve incredible results.

"I cannot express how happy I am that BFCU chose to partner with COCC for Managed Services," said Boston Firefighters' own Cathy Boucher, EVP. "The initial experiences with COCC's team members have been so far superior to anything I have had with other outsourced IT companies."

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Andy Puga, SVP & CIO of Boston Firefighters Credit Union further added, "I am beyond impressed with the iWorkstation Implementation Team and their willingness to work with our tight deadline to meet our Disaster Recovery needs. They were quick to work with our current staff and previous IT partner to map, coordinate, and migrate the many intricacies of our environment. With iWorkstation, we now have the flexibility of scaling our environment to meet the future growth needs of Boston Firefighters Credit Union."

Success through Teamwork

What made this project a resounding success was the teamwork between COCC and Boston Firefighters Credit Union, which resulted in a seamless transition to the iWorkstation solution. Both parties ensured that top tier service was continuously provided, shared goals communicated and that the client (or member) was at the center of every choice made. By providing innovative technology, a stable experience, and unparalleled service, COCC safeguards that community banks and credit unions can thrive and compete in today's digital landscape.

COCC

COCC, a recognized leader in delivering innovated comprehensive technology and partnerships, offers feature-rich, modern standards-based core and digital banking solutions, combining intuitive user experiences and APIs to streamline advanced fintech integrations. COCC clients leverage a complete suite of modern financial technology solutions. COCC has been client-owned for over 50 years, acting as a partner to clients with an unmatched focus on service to help community banks and credit unions meet their unique and ever-changing needs. To learn more, visit www.cocc.com.