



Case Study

Magnolia Federal Credit Union Makes the Move to Microsoft® Office 365™

“By not having to purchase new mail servers, update software, firmware, and all other managing responsibilities, this will save us money for years to come.”

Crystal Hodge, Systems Administrator
Magnolia Federal Credit Union

This forward thinking, Jackson, Mississippi credit union offers its members phone apps, SMS services, and a wide range of online banking capabilities. It's no surprise that its own staff also enjoys technology that makes internal operations simpler.

When Magnolia Federal Credit Union migrated to Microsoft Office 365 through Symitar, it received a number of benefits. For example, the Microsoft Exchange server is no longer hosted on credit union servers. It has also gained Microsoft Lync®, enabling instant messaging. Crystal Hodge, Systems Administrator at Magnolia FCU, provides some details.

Symitar: What was your business reason for acquiring Microsoft Office 365?

Crystal Hodge: We were having mail server capacity issues and looking at updating to a new mail server. That's when our JHA rep told us about Microsoft Office 365. After looking at it, we saw that this was a great new product and we wanted to be on board. This would save us time and money in the long run as well as offer a lot of new and exciting things we didn't use at the time.

So you no longer have to run your own Exchange server?

Correct, we no longer have to worry about the Exchange server. I don't have to maintain it like I had to before with watching mailbox usage and resetting passwords and so on. Now the users can see how close their mailbox is to being full and if I need to reset passwords or make changes I no longer have to remote in to the server, *I can do it from the web, anywhere anytime!*

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Assets
\$140 million

Members
20,628

Founded
1935

**Symitar Software
Solutions & Services**
Microsoft® Office 365™

How has Microsoft Office 365 improved your day-to-day operations and operating efficiencies?

Lync is a part of Office that we didn't have in the past, and it has greatly improved the day-to-day operations. Now we can get in touch with other branches and employees quicker and with much more ease, all the while helping members while at our stations. It helps the staff find answers to questions or discover the availability of someone much faster than a phone call. It's just much more efficient.

Being able to log on to email via web mail is also great and helps with the move of any employee to another location. We are not having to clean up a mailbox on the computer either. Employees can just use web mail and get mail anytime and anywhere.

We also like the fact that our version of Office 365 keeps programs like Word and Excel® updated to latest versions.

Has using this product resulted in cost savings?

Yes, Lync messaging has saved us time and money. By not having to purchase new mail servers, update software, firmware, and all other managing responsibilities, this will save us money for years to come. We were also going to have to upgrade about the time we went to 365 so it has saved us that already.

Why did you choose Symitar to implement and support this product?

We chose JHA to implement it because we have many products with them and we have a good working relationship as well as familiarity with how the support works. We installed Office 365 about a year ago and have had no issues. The install team was great and if we didn't have an answer or know something during the process they were there to help us or tell us where to look to find the answer. That says a lot about the company to us. We will continue to use JHA and their products and look forward to new and exciting things in the future.

Would you recommend Microsoft Office 365 to other credit unions, and if so, why?

I would very much recommend this product. Microsoft Office 365 has great product support with JHA and it's an easy-to-use system!