

Case Study

First Source FCU Cuts Memo Mode Time by a Third with Pure Storage™ Snapshot

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Michael Fanelli,
Core Applications Administrator & Programmer

"When you're in memo mode, your members have restricted access to services they need," starts Michael Fanelli, Core Applications Administrator & Programmer at First Source Federal Credit Union. "They might be able to access online banking or mobile banking, but they have very limited abilities."

Founded in 1938 as Utica Teachers Federal Credit Union, what is now known as First Source Federal Credit Union originally opened its doors to serve educators in New York's Oneida and Herkimer counties. As the years passed and product and service lines grew, so too did the credit union's membership base – growing to more than 50,000 members who work, live, worship, or attend school in First Source's communities.

But all throughout its increase in both membership and asset size, the credit union has never lost sight of its mission: to improve the quality of life of its members and the communities they serve. At their core, First Source wants to help members meet their financial goals and improve their lives. They are truly invested in their members, taking the time to look at the bigger financial and personal picture before offering the best solution for a particular need. This level of dedication is present in every daily decision the credit union makes and in every action they take.

"Before Pure Storage Snapshot, our backup generally took 45 minutes to an hour – and that just wasn't fair to our members or our staff," explains Michael. "I heard about Snapshot at a user group meeting and immediately knew it was something we wanted to take advantage of. Now, with Snapshot, backup takes less than one minute. That means we can minimize

Institution

First Source Federal
Credit Union

Location

New Hartford, New York

Website

fsource.org

Assets

\$746 million

Branches

5

Founded

1938

the impact of the GOODNIGHT process to members while speeding up our overall overnight processing. After all, when the staff is putting in time over the weekends and after-hours, they want things to go as quickly and smoothly as possible.”

Michael continues, “When you’re in memo mode, there are a lot of things you have to run. When you want financials to balance, you have to run those while you’re offline so you can balance while nothing is posting.” With Pure Storage Snapshot, credit unions can take a snapshot of the volume that stores the data and then perform a backup from the snapshot on a secondary system. Because the GOODNIGHT processing on the live system only takes the snapshot (which usually takes less than a minute) and doesn’t need to wait for the completion of the backup, this process shortens the runtime of GOODNIGHT memo post mode processing. “We were into three hours of memo mode. Snapshot reduced that to two.”

“Snapshot is particularly helpful on weekends and month-ends,” says Michael. “Used to be, the month-end process was always running when we came back in, but now we’ve mitigated a lot of that from happening because we’re able to start earlier. Most everything is complete by the time morning comes around. We haven’t run into any issues (like reports still running) since we started using Snapshot.”

“Snapshot also allows us to keep more backups, so we don’t have to worry about that from a regulatory standpoint,” says Michael. “Regulators require us to keep two years of month-end GOODNIGHTS and seven years of year-ends. We now keep all of them in the same spot and we don’t have to delete it every time they’re running close, because we have the storage. I don’t think we’ve even reached 15% of the storage space available to us yet.” Whereas previously, the credit union oftentimes had to delete something every week. They could only keep a week and relevant month-ends but even had to move the month-ends offsite to a hard drive because the space was so limited.

Michael sums up, “At the end of the day, the idea of being able to take a snapshot in less than a minute is absolutely leaps and bounds better than it was before.”

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With Pure Storage Snapshot, you can reduce your backup time from hours to seconds. By taking a snapshot of the volume that stores the data of your live organization then performing a backup from the snapshot on a secondary system, Pure Storage Snapshot doesn’t need to wait for the completion of the backup, ultimately shortening the run time of your GOODNIGHT memo post mode processing.