



Customer Case Study

Meritrust Credit Union Boosts Customer Satisfaction with a Talari SD-WAN

Chartered in 1935, Meritrust is the largest credit union in Kansas with more than \$860 million in assets, 220 employees and 14 branches, mostly in and around the Wichita area. Meritrust was ranked among the top 20 best-performing credit unions in the nation by SNL Financial.



Executive Summary

Company

Meritrust Credit Union

Location

Wichita, KS area

Key Applications

VoIP, teller applications and document sharing

Challenge

Prevent loss of connectivity between central site, branches and ATMs to eliminate employee and customer frustration in the event of an outage

Solution

Talari SD-WAN

Results

- Seamless failover
- Full link utilization
- Lower cost
- Built-in security

They are dedicated to providing the best customer experience for their 75,000 members. However, the basic structure of Meritrust's Wide Area Network (WAN) left it vulnerable to outages that could negatively affect customer experience, as well as employee productivity.

Meritrust Credit Union's Challenge

Each of Meritrust's 14 branches was connected to the data center over a single 1.544 Mbps T1 circuit. If a link went down, that branch would lose connectivity to both applications and data hosted at the central site. Even the branches' ATM machines would be affected, leaving customers unable to complete transactions. Current account information would become unavailable to members visiting the local branch. Tellers would have to prepare hand-written receipts and then manually post transactions after the circuit was restored. Such outages created confusion and frustration for members and caused a lot of needless work for employees.

Meritrust's IT group considered deploying a wireless card at each branch to provide a backup circuit for the T1. But the cost of supporting this failover infrastructure network-wide was not insignificant, particularly considering the wireless bandwidth would only be utilized when a T1 link went down.

The IT team also considered replacing the T1s with Metro Ethernet, but this would have added significant costs without the benefit of a backup circuit. "It didn't offer the level of survivability we were looking for," said Wade Bruendl, Senior Vice President of Information Services/CIO with Meritrust Credit Union.

"We look for products delivering on what they say and providing the service to back it up. That's what we found with Talari."

Wade Bruendl

Sr. VP of Information Services/CIO
Meritrust Credit Union

Talari Solution

After searching the market, Meritrust Credit Union found Talari, which delivered a cost-effective failover solution that also provided full-time bandwidth utilization of DSL or cable backup circuits, as well as encryption to meet compliance requirements. Talari gave Meritrust Credit Union the survivability it needed to ensure customer satisfaction and employee productivity, plus additional bandwidth to satisfy increasing demands for throughput. "We look for products delivering on what they say and providing the service to back it up. That's what we found with Talari," said Bruendl.

Having a disaster recovery plan is essential for every financial institution, and Meritrust Credit Union is no exception. Meritrust maintains a primary data center facility and a D/R site at one of their larger locations. Talari's Geographic High Availability feature was used to support the automatic failover of the primary to the secondary data center. Since Talari appliances can function at an active client location while also being a standby D/R solution, Meritrust did not have to buy two units for the site, which gave the credit union an added measure of cost savings.

“Because Talari was there, no one at the branch noticed the T1 outage.”

Wade Bruendl
Sr. VP of Information Services/CIO
Meritrust Credit Union

During the very first week of Meritrust Credit Union deploying the Talari solution across its network, one of the T1 links went down. Had this occurred a week sooner, the entire branch would have been cut off from the data center, creating havoc with employees and any customers who

were conducting business at the branch. Instead, it was a non-event for everyone, including the IT team. “Because Talari was there, no one at the branch noticed the T1 outage,” said Bruendl.

The Bottom Line

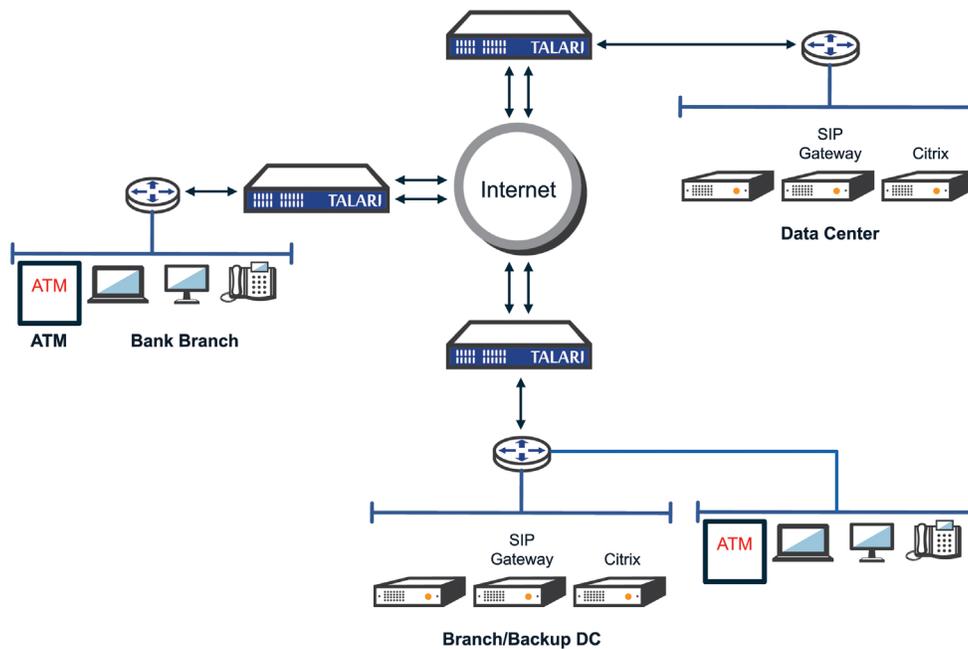
Meritrust clearly achieved a number of goals by deploying the Talari SD-WAN solution across its network:

Improved customer experience - The occasional failure of a T1 line no longer leads to business interruptions at branches, effectively raising the level of service provided to members and accomplishing Meritrust’s goal of putting members first.

Higher productivity - Customer-facing staff at branches are no longer subjected to work-arounds and redundant tasks, and IT professionals must no longer divert their attention to managing outages caused by T1 failures.

More bang for the buck - By choosing Talari over Metro Ethernet, Meritrust Credit Union received more bandwidth for fewer dollars, enabling it to control expenses while meeting future needs.

Fully integrated disaster recovery strategy - Talari’s built-in High Availability feature ensures a smooth switchover to the backup data center, providing an additional dimension of availability.



Talari Networks Inc.,
1 Almaden Blvd, Suite 200
San Jose, CA 95113

Phone: +1 408-689-0400

info@talari.com | www.talari.com

About Talari Networks

Talari Networks, the trusted SD-WAN technology and market leader, engineers the internet and branch for maximum business impact, delivering superior application reliability and resiliency, while unlocking the benefits of branch consolidation. Incorporating years of innovation into five generations of product, Talari is deployed across thousands of sites in 40 countries.

TALARI Networks

©2016 Talari Networks, Inc. All rights reserved. Talari and any Talari product or service name or logo used herein are trademarks of Talari Networks. All other trademarks used herein belong to their respective owners.