Providing trusted and proactive IT Managed Services to your Credit Union.

wellington IT

Why do you need an IT Managed Services Provider?

IT is a mission critical deliverable. Amid jostling priorities and operational demands, the integrity of your Credit Union's IT systems can't afford to falter.

Credit Unions are advised by the Central Bank of Ireland (CBI) and the Financial Conduct Authority (FCA) to put effective structures in place to mitigate and manage IT-related risks.

Credit Unions must also illustrate awareness of the sensitivity and value of its information and data assets. Given the wide scope of assessment control areas, Credit Unions must implement a holistic approach to IT and cybersecurity risks. They must take measures to minimise the risk of consumer detriment.

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Why consider Wellington IT for your Managed Services?

Wellington IT cater specifically to the Irish and UK Credit Union sector, offering everything your Credit Union needs to operate efficient and secure IT systems under one roof.

We are also the only supplier in the market who can carry out Disaster Recovery for your banking system, as well as your network.

Our Managed Services are developed to meet the key challenges of Credit Union and complements your core financial software. We offer a solution to potential threats or security lapses. We also adhere to the CBI and FCA/PRA control areas which outline the correct maintenance of an IT infrastructure.

Wellington IT will assign you a Technical Account Manager (TAM) who will be your main point of contact. We can predict and prevent issues before they happen. Credit Unions can be sure that all boxes are ticked, and they will be followed to the letter of the SLA.

Wellington IT's ITMS overview.

· Full site infrastructure audit

· Asset Inventory Management

· Risk Register Management

· Change Management

· Cyber Security and security awareness training

· Proactive monitoring and reporting

· Reviews (monthly and quarterly)

· Disaster Recovery and Business Continuity testing

· Relationship Management

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Outsourcing the management of our IT systems to Wellington IT has proven extremely beneficial as it frees up our time and allows us to focus on achieving our strategic goals. Wellington have everything covered, from the initial infrastructure audit and asset inventory to change management and disaster recovery testing. It gives us great peace of mind to know that Wellington are managing our IT, therefore have full knowledge of all our systems, allowing them to work proactively to prevent any issues, as opposed to reactively. Wellington have exceeded Ardee's Service Level Agreement, with an uptime of 99.9%.

Rachel Quirke, Assistant Manager, Ardee Credit Union.

Discover

Full site infrastructure audit

Each Credit Union may have different needs, so our team make time to get to know, and understand your specific requirements.

We provide a complete audit of current infrastructure by fully trained staff and a written report on findings.

Asset inventory

As part of the full site audit, a list of all the equipment within the Credit Union will be created and reviewed. Warranty details and licensing will be established and evaluated as part of the monthly review process. This gives you a better means to shape your budget, and reduce any unexpected costs coming in last minute.

Risk Register Management

The Risk Register is owned and managed by your Credit Union, however we request access to the register during the discovery phase. Wellington IT play a proactive role in mitigating risks identified on the Risk Register, and review it with your Credit Union on an annual basis.
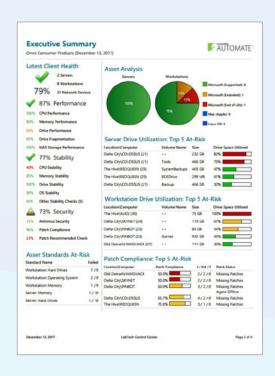
Deliver

Change Management

Usually, the Credit Union will appoint a 'Change Manager' to help during the transition from old to new. Wellington IT can assist with drawing up a Change Management Plan. We have a structured and documented change management process. A risk-based approach is adopted when discussing and managing changes. Controlling change is crucial to successful change delivery.

Cyber Security and security awareness training

Wellington IT will assist your Credit Union in obtaining the Cyber Essentials standard. We will offer security awareness training for your staff and Board, and hold a record of those who have completed training.

Maintain

Proactive Monitoring, Reporting and Helpdesk

This is designed to provide management and Board with oversight of the IT estate, and includes daily RAG report on status of key servers, weekly reports on anti-virus updates, weekly reports on web usage, and much more.

Trained staff from Wellington IT will identify and notify your Credit Union of any issues prior to hours of operation to minimise disruption to customers.

We also provide Helpdesk services staffed with trained and knowledgeable people who are familiar with the SLA.

Monthly and quarterly reviews

Wellington IT will plan a calendarised review process in agreement with your Credit Union. Monthly reviews will take place over scheduled telephone calls, and quarterly reviews shall take place in person. In these reviews, we will discuss service performance, outstanding issues, review change requests, and assess your Credit Union's satisfaction level. We will also provide server performance recommendations, report problem trends, and review the Risk Register.

Disaster Recovery (DR) Testing and Business Continuity Planning (BCP)

Wellington IT will look after the IT elements of DR testing and BCP. We will create systems of prevention and devise the steps to take in the event of service disruption or outage to ensure continuity for customers.

We carry out an annual test of your Credit Union's Scion and Windows Disaster recovery plan, and a test report is provided.

Should the Credit Union include automatic server failover as part of its Business Continuity measures, we include an annual test of your business continuity plan.

Relationship Management with third parties

We know how complicated communicating with many different suppliers can be.

Where appropriate, Wellington IT will make recommendations with regards to how your Credit Union can manage its relationships with other service providers.

It doesn't end there...

Disaster Recovery and Business Continuity: Wellington IT will design and implement a bespoke backup strategy that suits the need of your Credit Union.

User Account Management: Wellington IT provide the relevant information to ensure user account management matches your Credit Union's policies.

Dell OMSA: We will also proactively monitor your hardware that is under warranty and flag up any equipment that falls outside of this. Our dedicated team liaise with Dell to arrange replacements or parts where necessary.

Patch management: Wellington IT will ensure all approved critical and security updates are pushed out to all the relevant PCs and that they are all connected to the network.

Wellington IT handle everything else, from backups and anti-virus, to Windows infrastructure and firewall management.

We will also proactively monitor your hardware that is under warranty and flag up any equipment that falls (or is due to fall) outside of this. As an official Dell Gold Partner, our dedicated team have direct contact with them to arrange replacements or hardware where necessary.

DELL EMC
PARTNER
GOLD

Summary

Wellington IT are the only provider in Ireland that can provide both your core financial software and a full managed service.

Outsourcing the management of complex IT systems is extremely beneficial, as it frees up your Credit Union to fully focus on achieving strategic and operational goals.

And Wellington IT can work with you.

We serve as your ally, to help you through the ever-changing tide of regulatory change, integration challenges and cybersecurity concerns. We know there's no time for downtime for your Credit Union, and with our proactive IT Managed Services solution, you can be assured that your technology will run as smoothly as possible.

Remember, technology isn't your core mission; it's only a tool. Let us concentrate on the technology, giving you more time to focus on your business.

About Wellington IT

42%

42% of the Irish Credit Union market partner with us, to help them grow, manage and protect their Credit Union.

With offices based in Belfast, Dublin and Cork, we're your local provider.

Over half of the top 50 Credit Unions in Ireland use Wellington IT.

Our systems and processes are audited by the CBI, Grant Thornton and our parent company, Constellation Software.

We are ISO27001 and ISO20000 compliant.

As part of the Volaris Group, which acquires, strengthens and grows vertically focussed technology companies, we have a safe and permanent home, positioning us for long term, sustainable growth.

Get in touch to enquire
about IT Managed Services
for your Credit Union

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