



# Faronics Deep Freeze and Freedom First Credit Union

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CASE STUDY



## About

Freedom First Federal Credit Union is a financial cooperative providing low-cost, high-value, personal financial services throughout Virginia. With assets of \$275 million, the Roanoke-based credit union serves approximately 36,000 members. They have over 150 workstations, and operate in an all Windows environment.

## Problem

When Freedom First Credit Union first approached Faronics, they were at the beginning of a two-year conversion project that entailed changing all the systems, transferring all customer data, and conducting a complete revision of the IT infrastructure. The IT team knew that the immense time frame involved in completing the project would affect their ability to devote sufficient time to regular IT duties, like repairing corrupted PCs. They needed additional help, and they needed it fast.

In addition to the time required for the conversion project, Freedom First's IT department was searching for ways to minimize the lost IT and employee productivity that occurred when PCs were compromised. They had no way to determine that a machine was compromised until after the problem occurred and required troubleshooting.



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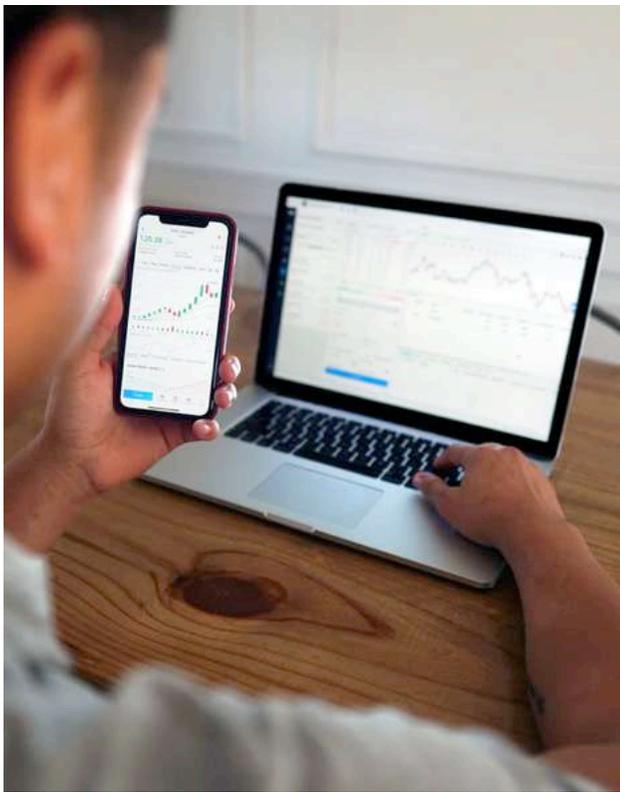
**-Jef Morehart,**  
Network Technician,  
Freedom First Credit Union.

## Solution

“Deep Freeze has really simplified our lives. Now, there are two-choices for each malfunctioning workstation: it’s a hardware problem, or we simply need to reboot.”

**-Jef Morehart**

Network Technician,  
Freedom First Credit Union.



Freedom First Credit Union turned to the total system protection of Faronics Deep Freeze. Deep Freeze is a workstation security solution which protects original workstation configurations by restoring the computer settings to their original condition with a simple reboot.

The IT team tested it thoroughly going to extremes such as bringing their test workstations to a blue screen, which usually means the workstation is corrupted beyond repair. “Deep Freeze passed the tests with flying colors and upon reboot, our test PCs returned to their initial state. We tried to break the product and see its limitations, but it was indestructible and we loved it,” says Jeff Morehart, Network Technician for Freedom First Credit Union.

When IT finally began deploying Deep Freeze to staff workstations, there was an initial reluctance. However, the hesitant users noticed quickly that those who had Deep Freeze on their workstations resolved any IT challenges immediately by rebooting their machines, while those without Deep Freeze were wasting time awaiting IT Support’s assistance. “Users have learned that they don’t need to call IT until after they have rebooted,” said Morehart.

Deep Freeze is seamless for users. They can continue to save their user data without worry that it will be come lost after a reboot. Although there are multiple ways to redirect user data and ensure it’s saved after a reboot, Freedom First Credit Union redirects the data to a server drive location that gets backed up every night.

The IT department also uses Deep Freeze to test applications and understand their behavior without fear of breaking the machine. After a reboot, the machines return to their original state, and without any trace that any testing was completed. This is very helpful for the IT team who need to perform testing of new applications frequently. Also, because Deep Freeze removes any unwanted software with each reboot, it is another tool to help the credit union in their compliance efforts.

# Key Benefits



## 1. Minimized Support Calls

Since deploying Deep Freeze, the credit union has grown their arsenal of PCs while simultaneously reducing the troubleshooting time by 50%.

“We reduced the number of support calls immediately after implementation,” says Brian Clemmer, VP of IT for Freedom First Credit Union.

## 2. Reduced IT Costs

The credit union has extended the life span of their PCs, further reducing hardware costs. Before Deep Freeze, the PC refresh cycle was three years; now it is five years. Deep Freeze eliminated the need for hiring additional IT staff which helped the credit union further decrease their costs.

## 3. Increased Productivity

Deep Freeze has allowed the credit union to grow, be proactive, and have more time for strategic IT projects, instead of fighting fires. “I am not even sure if we would have been able to complete the conversion project if it wasn’t for Deep Freeze,” said Clemmer



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Faronics' solutions help organizations increase the productivity of existing IT investments and lower IT operating costs. Incorporated in 1996, Faronics has offices in the USA, Canada, and the UK, as well as a global network of channel partners. Our solutions are deployed in over 150 countries worldwide, and are helping more than 30,000 customers.

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