



CASE STUDY

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1ST PACIFIC CREDIT UNION

Faronics Deep Freeze



ABOUT

1st Pacific Credit Union is a credit union based in Vallejo, California. 1st Pacific recently merged with Community Trust Credit Union, a division of Self-Help Federal Credit Union which led to its recent expansion to 18 locations across California. 1st Pacific Credit Union operates in an all Windows environment.



PROBLEM

1st Pacific struggled to keep customer-facing computers operational and trouble-free. Most of these workstations were custom-built and contained borrowed parts from older computers, so they were constantly breaking down. Common complaints included non-functioning applications, or sudden shutdowns of the computers.

The cumulative problems were significantly impacting the productivity of the users and led to extensive repair time, often requiring the attention of three IT staff members at once. The IT team originally relied on the technical support of the software vendor's program that was acting up. However it quickly became a time-consuming, ineffective approach. "We'd still spend hours figuring out what's wrong with the workstation while waiting for the vendor to respond," said Michael Anders, Network Security Administrator for 1st Pacific Credit Union. The extensive repair time and frequent troubleshooting requests prevented the IT team from tending to other critical issues.



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-Michael Anders,
Network Security Administrator

SOLUTION

When Anders joined the credit union in 2007, he embarked on a project to standardize desktops and operating systems, create proper user groups, and lock down customer workstations. Anders convinced his executive management team to invest in Faronics Deep Freeze, an instant system restore solution that removes all unwanted changes with a simple restart. Anders was already familiar with Deep Freeze from his previous job as a lab technician at a college. He persuaded the credit union that Deep Freeze was the ideal solution to retain IT control while ensuring full system availability.

“Deep Freeze is a no-brainer. You install and forget it. All workstations return to their initial troublefree state upon a reboot,” said Anders, who was equally impressed with the smooth deployment. “Technical Support at Faronics has been invaluable and they made my installation and upgrade process extremely simple.”



Anders and his team educated their employees about the benefits of Deep Freeze on their computers. The staff now understands the product's purpose and why it was installed. Users are now encouraged to save all their critical data on the servers where they are backed up regularly instead of locally, ensuring all their data is retained and safe. And because Deep Freeze also ensures workstations do not retain sensitive data, it is valuable for external, regulatory compliance audits. In the event of a security breach, there is nothing to steal.

"The amount of time spent configuring Deep Freeze pays dividends in productivity in the long run. It made life a lot easier once it was deployed and I wasn't coming to work in the morning to find my voicemail full of user complaints," said Anders. "I'm also amazed at the number of places I go to that have the Deep Freeze polar bear (the product logo) displayed in their system trays."

Now that the credit union has merged with Self Help Federal Credit Union, Anders looks forward to pushing the installation of Deep Freeze on even more staff computers.



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-Michael Anders, Network Security Administrator



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