

# DATA PROTECTION HELPS ENSURE PEOPLE'S FINANCIAL WELL-BEING

Founders Federal Credit Union mitigates risk and improves efficiency with greater insight and proactive control of the data protection environment



Financial Services

United States

## Business needs

Operating in the heavily regulated financial services industry, Founders Federal Credit Union requires strict data governance to ensure security, privacy and availability of its members' account information. Founders needed greater insight and control over data protection to meet key performance and key risk indicators.

## Solutions at a glance

- [Dell EMC Enterprise Copy Data Analytics](#)
- [Dell EMC Data Protection Suite](#)
- [Dell EMC Data Domain](#)

## Business results

- Frees CTO from time spent on consolidating data — 30% of his day
- Provides business owners with self-service data insights
- Mitigates risk
- Proactively detects potential failures

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Recovery point and recovery time levels



Reduces backup times from

24 to 4 hours



As a source for people's financial well-being, Founders Federal Credit Union must ensure members have 24x7 access to customer account information. An issue was that Founders data growth outpaced its data protection solution's ability to finish backups reliably, often leaving data vulnerable. Founders was also obliged to ensure that account data was protected.

To address this issue, Founders deployed Dell EMC Data Protection Suite with Dell EMC Data Domain deduplication storage systems. The solution was operational within 30 days, instead of the nine months it took for previous system installations. Critical system backup times shrank from 24 to 4 hours. In addition, recovery time and recovery point objectives — which are key elements used to measure risk management capability and data resilience standards — dropped to zero.

Previously, reporting on how Founders was meeting key performance and risk indicators (KPIs/KRIs) was tedious, consuming 30 percent of the chief technology officer's time to consolidate data from multiple sources. Dell EMC Enterprise Copy Data Analytics (eCDA) will soon solve that problem and others as well.

## Business managers gain data ownership

With eCDA, Founders will gain real-time, consolidated insight into its data protection environment. This software-as-a-service (SaaS) solution will provide the board of directors, line-of-business owners and auditors with self-service capabilities to verify that Founders is preserving data integrity and minimizing risk.

Bob Bender, chief technology officer of Founders Federal Credit Union, remarks, "Because eCDA is a SaaS solution, our business owners can plug in wherever they are and gain awareness of their environments. IT will no longer be a bottleneck."

With an intuitive way to drill down into the analytics and understand how well the infrastructure is meeting KPIs and KRIs, line-of-business owners can achieve greater insight into their environment and assume greater control over their data. "eCDA will definitely assign ownership of data to business owners," says Bender. "That is the best way for them to ensure the confidentiality, integrity and availability of their data."

## Mitigates risk through greater insight

Bender expects to further mitigate risks and improve efficiency by better understanding when a backup or replication process is not performing to the service-level agreement or when a potential failure is imminent.

"If something isn't working, I need that information quickly," says Bender. "I want to plug my folks into eCDA, have them interpret what they see, and tell me when it's off baseline or not meeting our Infrastructure IQ standards. Then we need to figure out the cause."

He adds, "It's empowering for us to get past just keeping the lights on. eCDA will give the enterprise one view into our data protection infrastructure, and a baseline for constantly measuring how well we're managing risk for the business. That's what we live by."



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