



# LOFFLER

CASE STUDY

Founded in 1957, My Credit Union (formerly Richfield Bloomington Credit Union, or RBCU) is a full-service financial cooperative serving Hennepin, Dakota and Scott Counties in Minnesota. My Credit Union currently has 23,000 members and over \$300 million in assets. The credit union offers savings, checking, credit cards, vehicle loans, mortgages and financial advising in addition to offering business accounts and commercial loans. My Credit Union has earned national recognition for their leadership in the community. My Credit Union uses Loffler for multiple office technology solutions, including Managed Print Services (MPS), Unified Communications and Managed IT Services.

## The Challenge

My Credit Union used to outsource printer management to one company, their phone system to another and IT management to yet another.

“Everything was outsourced to different vendors that were all stepping on each other’s toes and pointing fingers,” Merlin said. “When the phone system failed, the phone system company will blame the network company or internal.”

The finger-pointing wasn’t working for Merlin, and he felt like his vendors were trying to sell him solutions he didn’t need.

“I want, needed a real partner,” Merlin said. “Somebody I can work with. Not somebody who calls me once a week asking me what do you want to buy today? And Loffler made that big difference.”

## The Solution(s)

My Credit Union moved printer, telephone and IT management under one vendor: Loffler Companies. Loffler has worked with My Credit Union over the last few years to understand their challenges and provide them solutions:

### **Multiple Office Technology Solutions, One Vendor: My Credit Union and Loffler**

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**Pierre Merlin, PhD**  
VP Information Technology  
My Credit Union

## Managed Print Services

My Credit Union's relationship with Loffler started with Managed Print Services (MPS) and uniFLOW. With Loffler's help, they saved about 30% of their printing costs and secured their printers.

## Unified Communications

Loffler's solution brought features for a new Unified Communications phone system to help improve service to My Credit Union's members, including 90-day call monitoring and a dashboard to view call center activity.

## Managed IT Solutions

My Credit Union needed a secure and reliable IT environment, because their members need to access their accounts whether on their phone, through a call center or in a branch. Loffler's Managed IT Services manages My Credit Union's servers 24/7, does updates and upgrades of all Microsoft-based systems and Linux systems, works with third-party financial systems vendors and works with My Credit Union to monitor, report and block infiltrations.

"And Loffler participated in providing that to our members," Merlin said. "If I didn't use Loffler, I will use several other companies to do the same thing, and as we did before, it doesn't work very well."

## The Results

Having multiple services under one vendor means My Credit Union has many concurrent projects all managed by a Loffler project manager. This reduces finger pointing when issues arise. With a recent voicemail issue, Loffler worked internally to solve the issue, assessing whether it was a network problem, an Office 365 problem or a phone system problem.

"We didn't have to sit with different vendors, we just sat with Loffler," Merlin said, "and Loffler fix the problem. And that for us is critical. Very, very, very important."

## One Vendor, Simplified Technology

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## A Trusted Partnership

*"We really have that partnership, that relationship we have. It's great to help me in my job and help the credit union and its members."*

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Having their printing, phones and IT services all under one vendor also works for My Credit Union because of the size of the credit union.

"I can't afford to have 120,000-dollar network engineer," Merlin said. "I cannot afford to have a \$90,000 a year printing engineer. I cannot afford to have a specialist in call center."

With Loffler as their vendor, Merlin and his team know they have expertise available to them when they need more specialization.

"When we need a very qualified resource, that know us very well, then Loffler has it," Merlin said. "Your network engineer, Loffler network engineer knows our - my - network better than I do. They know the phone system."

Merlin especially appreciates that he can rely on Loffler to help him find solutions to technology challenges at My Credit Union. He knows Loffler isn't trying to sell him the most expensive solution. Instead, Loffler is a trusted partner that works alongside Merlin to objectively solve challenges.

"We really have that partnership, that relationship we have," said Merlin. "It's great to help me in my job and help the credit union and its members."

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