

Rivermark Community Credit Union finds true backup and DR partner in 11:11 Systems.

SOLUTION: DRaaS, BaaS, M365

Client Profile

[Rivermark Community Credit Union](#) is a not-for-profit financial cooperative, serving individuals, families, and businesses across Oregon and Southwest Washington. Unlike profit-driven banks and finance companies, it exists solely for the benefit of its members, returning earnings in the form of lower rates, higher dividends on deposits, and lower fees. Rivermark currently serves over 90,000 members. For more information, visit www.rivermarkcu.org.

Digital-First Mindset Propels Data Protection Transformation

Founded more than 70 years ago, Rivermark Community Credit Union provides a wide-range of affordable financial solutions for its members, including checking accounts, credit cards, and home and auto loans. Building and sustaining that level of success, especially in such a high-stakes industry, is no simple stroke of luck. It requires, among other things, the ability to innovate, adapt, and, perhaps most importantly, earn and maintain trust.

As Rivermark's infrastructure and engineering manager, Greg Vaughn understands that it's up to him to protect much of that hard-earned trust. It's his job to manage the credit union's network team and its in-house technical support group, making sure that all of its data, including that of its members, is always running, accessible, and protected.

To do so, Vaughn and his team are proactive. Instead of blindly relying on older technologies and solutions to support the credit union's critical systems, he says that Rivermark has long embraced a digital-first mindset. It's this mindset that led Vaughn to re-evaluate, and ultimately transform, Rivermark's business continuity strategy.

"Rivermark has a digital-first approach to problem solving. It's one of the things that makes us so unique," said Vaughn. "Whenever we're faced with an obstacle, our initial response is always to look to overcome it with a digital solution. That doesn't mean we always end up going that route, but that digital-first process is built into our culture. That's how our partnership with 11:11 Systems began."

CHALLENGES:

- Data growth outpacing current infrastructure
- Cost in time and money to manage backup and DR internally
- Need for secure and reliable access to data
- Strict industry regulations and standards
- Lack of geographic diversity among data centers
- Desire for trusted, like-minded partner

SOLUTION:

- 11:11 DRaaS for Zerto
- 11:11 Cloud Backup for Veeam Cloud Connect
- 11:11 Cloud Backup for Microsoft 365

BENEFITS:

- Continuous data availability and business uptime
- Scalable, cost-effective solution for future growth
- Multi-layered data protection
- Simplicity in day-to-day management
- World-class support team

PROFILE:

- Industry: Banking
- Size: SMB

RIVERMARK COMMUNITY CREDIT UNION CASE STUDY

The obstacle which brought Rivermark and 11:11 together initially centered around securing the credit union's Microsoft Office data by migrating to cloud-based Microsoft 365. The plan was to move those workloads — including Exchange and SharePoint accounts — from Rivermark's on-premises environment to Microsoft, while also backing them up via a cloud-based solution. Rivermark found its ideal backup solution safety net in 11:11 Cloud Backup for Microsoft 365.

With a firm foundation of trust established, Vaughn and the 11:11 team then began discussing other ways to improve Rivermark's data retention and protection capabilities, namely, via Backup as a Service (BaaS) and Disaster Recovery as a Service (DRaaS) solutions. Vaughn describes this transformation as a “phased approach” — one that grew gradually the more comfortable he and his team became with 11:11.



Searching for Better Backup and DR (and finding a “True Partner”)

For Vaughn, keeping Rivermark's member data safe and secure is about more than just checking boxes on regulatory forms. He views it as a process for continual improvement. With Rivermark's data continuing to grow, impacting the backup and disaster recovery strategies it had in place, Vaughn seized the opportunity for innovation.

“Before partnering with 11:11, we were mirroring our infrastructure between two data centers, which we managed internally, for the purposes of backup and disaster recovery. But we were soon going to outgrow those locations. Plus, they were located relatively close to one another, which is not ideal for disaster recovery purposes,” said Vaughn. “This could have been a big problem — and would have taken a lot of time and effort to recover — if we had a true emergency. So, yes, we had redundancy in the technology, but I wouldn't really call it true disaster recovery.”

Having both its data centers in such close proximity didn't meet the level of data security the credit union required. Essentially, it

was a disaster waiting to happen. Instead, Vaughn and his team chose to completely revamp Rivermark's infrastructure around 11:11 Backup for Veeam Cloud Connect and 11:11 Disaster Recovery as a Service (DRaaS) for Zerto.

With all three 11:11 solutions combined to offer ever-ready, integrated, and multi-layered security, the credit union's data will remain safe and easily recoverable regardless of where it resides. Beyond that, Vaughn felt like he had found a true partner, one which could offer his team the technology and support required to keep pace and peace of mind.

“Our primary goal was to find a vendor that was going to support us — not just sell us a product, cash their check, and walk away. From my perspective, it was all about finding that true partner. I believe that's what we have in 11:11,” said Vaughn. “Having that type of relationship with a vendor doesn't mean you don't have great folks in-house. It means putting those great folks in the best position to succeed. That requires a lot of trust, but 11:11 has certainly garnered that with us.”

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The Need for Speed (Security and Scalability) with 11:11 DRaaS

The ability to scale was another key factor in Vaughn’s decision to partner with 11:11, one that would allow Rivermark to maintain performance metrics while continuing to grow its business. It was also important that operations wouldn’t suffer based on the limitations of Rivermark’s systems, and maintaining an on-premises solution capable of matching business growth had several challenges.

“Purchasing hardware and spinning it up in a new data center was one of the options we looked at, and the budget involved with that,” said Vaughn. “We would have to look at hosting it someplace outside of the Pacific Northwest that would also be a factor.”

Being able to scale and meet the needs of Rivermark was going to be a crucial factor in any decision, “Getting our most important

data protected was critical, but what about the high priorities after that?” asked Vaughn. Another item on Vaughn’s wish list was recovery speed, “It’s about getting our data and applications up as quickly as possible and having it at the flip of a switch.”

It was these factors that led Vaughn to a cloud-based disaster recovery solution and partnering with 11:11 Systems. From Vaughn’s perspective it matched Rivermark’s digital first mindset and was a much better offering and it was a better use of their funds.

As Vaughn puts it: “We are a non-profit organization and we’re using our members money to make sure that we’re protecting their money. Now I can spin up our environment in under two hours, which from what I’m hearing, just blows away what anyone else can do.”

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