



Live IT, Breathe IT, Manage IT

Celebrating 38 Years of Excellence

A Bank With 4
Branches In The Rio
Grande Valley Raves
About ICS

CASE STUDY - RIO GRANDE VALLEY CREDIT UNION



A bank with 4 branches In The Rio Grande Valley raves about ICS who provides both business communications and IT services to ensure their reliability and security.

Rio Grande Valley Credit Union has been in business since 1954 and is still growing. They are a full-service bank with 72 employees and four branches in the lower Rio Grande Valley. When they needed secure and reliable IT and business phone services, they looked to ICS. We contacted Missy Morrow, their CEO, to ask why they chose us. Here's what she shared.

Before ICS, we had an onsite tech who took care of our information technology needs. However, as our bank grew, we also grew beyond his capabilities. We needed an IT company with expertise in new and upcoming IT and business communications solutions – one with continuity of service that our current tech couldn't offer. Plus, as a financial institution, we had IT security concerns and needed to know that we were properly protected.

ICS installed and supports a Mitel VoIP Phone System for all 4 of our branches. We were so pleased with their services that we signed on for their Managed IT Services.

IT SECURITY IS NO LONGER AN ISSUE

With their proactive Managed IT Service and Support everything is taken care of **Including:**

- An IT Help Desk,
- Patch Management,
- Anti-Virus,
- SPAM Filtering and
- Security/Risk Assessments.

ICS's Security Assessments provide up-to-date reports that explain any security risks and how they can assist in resolving them. Through ICS's scheduler, these reports are provided on a regular basis along with a third-party assessment of their performance.

As part of the risk assessment, ICS assists us with managing outdated operating systems that no longer receive Microsoft Security Updates, devices that aren't patched, old, unchanged passwords, devices without anti-virus and possible firewall vulnerabilities.

Currently, ICS is helping us migrate old Windows 7 devices over to Windows 10, so our operating systems will continue to be supported by Microsoft and we won't be affected by security vulnerabilities.

With their real-time help desk and reporting, ICS provides quick resolution to day-to-day issues that may arise. And with their proactive monitoring tools, ICS addresses many issues before we're even aware of them, such as hard disk space, power supply issues and internet outages.

CONTACT DETAILS

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ICS SAVED OUR DATA

They also provide Backup and Recovery Services where our data is backed up every 30 minutes. And, ICS is super responsive! Their responsiveness and expertise saved us from a cyber incident.

One of our PCs didn't have a firewall on it. We only used it to test prospective employees and didn't think we needed one. When an applicant accidentally logged onto a spam website, we got hacked. ICS noticed this right away. They connected the computer to a Datto firewall solution, so it's now protected.

There were many things like this that ICS resolved for us when they came onboard. They've made huge improvements for us!

ICS HELPED US RELOCATE OUR HEADQUARTERS

We purchased an existing bank, remodeled it and made it our main office. ICS provided full support for moving all of our IT and VoIP solutions. They worked around the clock to get everything set up and ready for our move-in date. Because of this, the transition was easy for us. Was it easy for ICS? Probably not, but it was for us.

THE SERVICES FROM ICS ARE WORTH WHAT WE'RE PAYING FOR

We know that to get great IT service and support may cost a bit more than using just one in-house technician. But with what ICS provides, we believe that we're getting everything and more than we pay for.

The peace of mind alone is worth the cost. Plus, they don't upsell us. They keep our budget in mind and only provide what we need and nothing more. Just knowing that we'll always receive quality IT service is everything to us. That's the thing about ICS – they are worth every cent that we spend on them.

ICS IS TRUSTWORTHY AND GOES ABOVE & BEYOND!

We trust ICS. We trust their expertise and that they'll always provide what our branches require in a timely and cost-effective fashion. They have gone above and beyond for us in so many instances, that I could go on and on with my raving review.

Having an IT service company that has our best interest at heart, addresses our unique needs, and handles any IT issues that arise, is priceless, even for banking executives. I highly recommend that other banks and businesses in the Rio Grande Valley contact them.

If your financial institution or other business in Houston, San Antonio, Austin or the Rio Grande Valley is looking for an IT provider who will go "above and beyond" for you, contact the experts at ICS. We'll be happy to provide an IT Assessment, so you'll know if your system is secure and reliable.

