![Aerohive Networks logo]

Northwest Community Credit Union

Credit Union Deploys Network Solution for Enhanced
Member Experience

Customer Overview

Founded in 1949, Northwest Community Credit Union (NWCU) initially served the employees of the Weyerhaeuser Company. By 1973, the credit union had grown to serve hundreds of select employer groups in western Oregon focused on wood products and the forest industry. Today the organization has broadened its mission to the greater Pacific Northwest community with 87,000 members and $840 million in assets.

NWCU provides benefits to its members through higher dividend rates on deposits, lower rates on loans, and fewer fees. While credit unions do most of the same things banks do, NWCU prides itself on conducting its business for different reasons and with a different perspective, bringing the greatest possible benefit and profits to its members.

Challenges

NWCU had an enterprise wireless network in place previously, and while the network worked well the first month of implementation, once the organization increased the number of devices on the network, the architecture immediately became unreliable, with poor connectivity and insufficient bandwidth, often losing connectivity between access points. With a dramatic increase of devices within the organization, NWCU needed a robust and resilient solution that could scale easily to meet changes and demands in the business.

In addition, the IT administrators at NWCU needed to be able to manage the wireless network from anywhere and at anytime. With 18 branch locations across a wide geographic area, remote management was key. Firewall capabilities, as well as enterprise features to manage a guest network in a BYOD environment were also essential.

Aerohive Solution

NWCU chose Aerohive's cloud-based platform to deploy a network solution across its branches and at its headquarters location in Springfield, Oregon. The credit union uses a variety of Aerohive access points depending on the need and purpose, and any troubleshooting can be performed from the cloud by IT staff remotely.

With HiveManager Online, the company can ship access points to new branch locations and the APs automatically configure and connect easily to quickly be up and running, saving time and expense. In addition, the entire network can be monitored and controlled from Aerohive's cloud platform, enabling IT staff to easily make changes or manage the network remotely.

NWCU set up a separate guest network and uses Aerohive's cloud-enabled ID Manager to manage and automate its guest management solution, ensuring secure guest profiles without the need for additional hardware or software.

Since deploying Aerohive, NWCU has implemented VoIP phones at its remote branches, allowing employees to service members right from the lobby or anywhere in the branch. The Cisco phones work seamlessly with the Aerohive network, and staff is no longer tethered to a desk in order to help members with their financial needs.

The credit union can also meet the demands of a BYOD environment for its members and employees. It is no longer necessary for members to use equipment supplied by NWCU, but they can easily connect with Wi-Fi in each location to NWCU apps or other e-services. With a robust and reliable network now in place, the company no longer has issues with connectivity.

Why Was Aerohive Selected

- Aerohive provided enterprise features and functionality not met by any other competing solution providers
- With zero-touch configuration, NWCU saved time and cost, efficiently managing and configuring new branch locations
- Aerohive's cloud-based platform enabled NWCU to monitor and configure its network from anywhere and at anytime
- NWCU had lower startup costs with Aerohive with simple and cost-effective scalability