

Credit union banks on AT&T Business for security

- **Business needs** - Technology to enable vital credit union operations and safeguard members' personal data
- **Networking solution** - A continuum of AT&T communications and security services enhances the credit union's ability to serve members.
- **Business value** - Operational support, protection for members' assets and data
- **Industry focus** - Financial services
- **Size** - 11,500 members

About Gateway Metro Federal Credit Union

Gateway Metro Federal Credit Union was founded to offer its members financial security and freedom, backed by a proud tradition of people helping people. The credit union helps members realize their financial potential by offering the latest financial products and the constant introduction of new and improved services. It strives to provide the best rates, first-class service, and the finest products available.

The situation

To serve members well and protect their hard-earned assets, the credit union needed dependable network technology and a way to fight increasingly sophisticated cyberthreats.

Solution

Gateway Metro Federal Credit Union uses a variety of AT&T Business services, including Enterprise Threat Protector from AT&T, AT&T Dedicated Internet, AT&T Switched Ethernet with Network on Demand, AT&T Office@Hand, and AT&T IP Flexible Reach. The services enable vital credit union functions and protect the security and privacy of members' data.

Enhancing members' lives

Gateway Metro Federal Credit Union (GMFCU) was started in 1935 by a group of Southwestern Bell employees as the St. Louis Headquarters Telephone Credit Union. CEO Jay Lewis said the founders sought to create financial services to safeguard members' assets. "Back in the 1930s there were loan sharks and others who tried to take advantage of hardworking individuals," he said. "The Bell employees formed a credit union, and much of our success is the result of those very astute and knowledgeable individuals."

The organization today operates on four pillars established by the founders. "A commitment to safety and welfare is first and foremost. We want to make sure things are safe and protected for our members," Lewis said.

"We also want to provide an excellent service experience for our membership, and we invest time and resources to enhance our members' lives, because it's so vitally important to retain their trust. And finally, we work together as a team. We do better together when we function as one unit."

The credit union's size enables it to deliver outstanding service. "We try to retain that face-to-

face interaction, talking and working with members as opposed to just treating them as numbers," he said. "We're going to do everything we can within regulations and reason to service that membership."

Small efforts, large impact

GMFCU is also invested in doing good in its community. Each year, employees perform community service through the credit union's Butterfly Committee. "They say a butterfly's wings flapping in Africa can actually stir the wind and create hurricanes around the world. From those small effects, big things can take place. And so that's the foundation of the Butterfly Committee," Lewis said.

"We're not huge in the sense of the dollars we raise, but the effects are powerful," he said. The credit union focuses on local causes, selecting one or more charities to support each year. The chosen organizations are often those that have made a difference in an employee or member's life.

This year the credit union is raising funds for [The St. Louis Crisis Nursery](#) that helps mothers by providing diapers, clothing, food, and other necessities. "We see ourselves as a family," Lewis said. "If you help take care of my children, I'm going to try to take care of yours. That's what the Butterfly Committee is trying to do in our community," he said.

Staying connected with members

The credit union's name has changed several times over the years to better reflect its membership. Today it accepts members from certain counties in Missouri and Illinois. It also accepts relatives of members, regardless of where they live.

“AT&T has connected us with our members from the early days of telephones to today’s sophisticated technology,” Lewis said.

“We retain members who worked here in St. Louis after they’ve moved as far south as Texas and Florida. We have one in Iceland and some in the United Kingdom, thanks to updated technology. One of the big benefits of working with AT&T is having the ability to communicate with members around the globe, whether it’s through videoconferencing or our home banking platform.”



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A strong AT&T backbone

The credit union has been an AT&T Business customer from its earliest days, Lewis said. “AT&T has always been our primary communications and

telecommunications carrier,” he said. “When I got here in 2000, we had an old AT&T Meridian phone system that still used copper wires. Over the years we transitioned to other phone and networking systems, but AT&T has always been there as the backbone of our infrastructure.”

GMFCU has added many AT&T services over the years. “One progressive audit firm recognized that financial institutions needed to better secure their networks and protect their data, so we started making significant pushes to be sure we had protection,” he said. “But as criminals became more technologically savvy in breaking into networks, we needed a better solution.”

The credit union chose AT&T Business to protect its endpoints from sophisticated and ever-present cyberthreats. AT&T solutions, including Enterprise Threat Protector from AT&T, deliver security monitoring, management, and protection, enhanced with threat hunting for proactive detection, advanced forensic mapping, and automated response. “We worked with AT&T to make sure we had malware and other threats taken care of,” Lewis said. “We had firewalls and such but needed a service that is constantly watching out. AT&T provided a great solution for us,” Lewis said.

Enhanced threat protection

Enterprise Threat Protector from AT&T strengthens credit union security by providing up-to-the-minute insights and payload analysis, and guards against zero-day attacks and other complex threats.

“It’s our members’ information, so we will deploy and actively use anything to help prevent any type of break into the network,” Lewis said.

The ultimate benefit has been peace of mind, he said. “It’s like the old adage—the store doesn’t sell you a mattress. It sells you a good night’s sleep. That’s exactly the same thing with the Enterprise Threat Protector from AT&T. Threats are what kept me awake at night.”

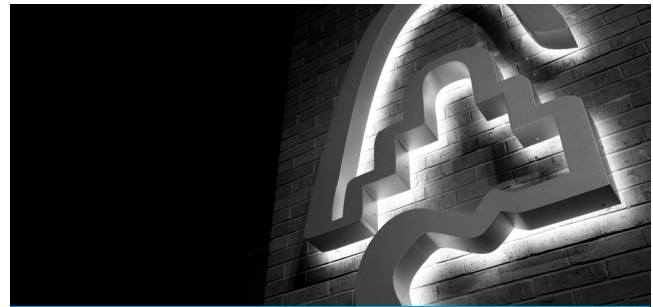
Lewis is realistic about today’s cyberthreat landscape. “It’s really a question of when an attack will happen,” he said. “With AT&T, I know I’ve got somebody watching my back, and that’s what’s important.”

Strong connections with members

GMFCU also turned to AT&T Business to ensure steady and highly reliable connectivity. “Making sure that our members can get to us, or we can get to our members, is vitally important in our business,” Lewis said. After enduring disruptions with DSL, the credit union upgraded to AT&T Dedicated Internet service. The dedicated connection offers great speeds, proactive monitoring of your network connection, and guaranteed uptime.

“Our members need quick responses, so we couldn’t have downtime,” Lewis said. “AT&T Dedicated Internet builds stability and reliability within our network.” The credit union also uses AT&T Switched Ethernet with Network on Demand, a self-service, on-demand, intelligent networking solution that connects its business locations using the highly secure AT&T nationwide fiber network.

“Each of our six branches can communicate easily with the others and with our data center,” Lewis said. “We use one branch as a redundant backup resource.



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With Network on Demand, we can kick that pipe up to allow for larger downloads. And we can easily switch from one location to another, increasing or dropping down that pipeline depending on our usage.”

Security with every service

The credit union also replaced its copper phone and fax lines with AT&T Office@Hand. This cloud-based business communication service lets employees work virtually anywhere.

With AT&T Office@Hand, credit union staff can send virtual faxes quickly and easily. They also use AT&T IP Flexible Reach, a voice-over-IP solution that combines voice and data on the same network to reduce complexity and save money.

Lewis said he would not hesitate to recommend AT&T Business to his peers. “AT&T keeps me up with technology and security. I would definitely tell other companies that might be considering AT&T that they’re getting a company that delivers security with every service.”