



**Customer:** Sno Falls Credit Union

**Website:** [www.snofalls.com](http://www.snofalls.com)

**Customer Size:** 30 employees

**Country or Region:** United States

**Industry:** Financial services

#### Customer Profile

Founded in 1957, Sno Falls Credit Union—located in the Snoqualmie Valley of Washington State—is a financial cooperative owned and operated by and for its members.

#### Software and Services

- Windows Intune

For more information about Windows Intune, go to:

[www.windowsintune.com](http://www.windowsintune.com)

## Credit Union Reduces PC Management Time by 90 Percent with Cloud-Based Solution

*“We spent two hours weekly ensuring each system had the right updates. With Windows Intune, we set up multiple policies and deploy updates simultaneously—we’re saving about 90 percent of that time.”*

*Geoff Cummins, IT Professional, Sno Falls Credit Union*

Sno Falls Credit Union needed to improve the way it managed and protected PCs used by nearly 30 employees across five branches in Snoqualmie, Washington. After researching other solutions, the company discovered Windows Intune, a cloud-based PC management solution that enables IT staff to receive real-time alerts and easily deploy security updates across all company-managed PCs.

#### Business Needs

For more than 50 years, Sno Falls has offered best-in-class financial solutions to members by offering the advice, support, and security they need to manage their finances. To ensure that employees continued to provide exceptional service, Sno Falls needed an IT infrastructure that could better support optimal performance of company PCs.

The firm’s IT professionals found it difficult and time-consuming to manage important systems updates and security alerts, and to monitor the health and security status of the company’s computers—especially those dispersed across the credit union’s

five branch offices. When employees needed to travel with company laptops, Sno Falls was unable to check security or update statuses. This left the computers exposed to potential attacks by malicious software (malware).

The credit union’s IT professionals also spent two hours each week managing the deployment of target updates across various departments. “With our previous solution, we didn’t have a simple way to manage updates,” explains Geoff Cummins, IT Professional at Sno Falls Credit Union. “We had to manually inspect each PC to understand which updates needed to be deployed.”

Sno Falls began looking for a solution to give IT professionals a faster, easier way to manage company PCs, and to ensure that its systems were equipped with the same kind of stability and reliability that the company was known to offer its members.

## Solution

While researching solutions, Sno Falls discovered Windows Intune. By using Windows Intune, Sno Falls IT professionals have a consolidated view of all company-managed PCs in a single, web-based administrative console, so they can quickly and easily check the overall health of the infrastructure. Plus, they can set up automated tasks for distinct work groups, such as updates and overrides, and send them out at predefined intervals.

The credit union felt that this was an ideal solution for its business because the IT team could use it to easily manage company computers, deploy specific updates to defined user groups, and provide enhanced security—regardless of whether employees were onsite or working remotely.

IT professionals at Sno Falls can define what types of updates to install on specific PCs or PC groups. For example, managers may need different policy settings than those required by service-based employees. By using Windows Intune, IT professionals no longer need to manually check each employee's system to ensure the right updates were received—they can assign policies based on the computer groups to control the updates each employee needs.

Sno Falls also uses Windows Intune to better manage and automate the deployment of the latest Microsoft security updates. And—because Windows Intune comes with endpoint protection built on the same Microsoft Malware Protection Engine

used by the Microsoft Forefront Protection Suite—the company can rely on this solution alone rather than having to manage multiple tools for PC management, updates, and security.

## Benefits

With the Windows Intune solution, Sno Falls Credit Union expects to gain the following benefits:

### Enhanced Security

For Sno Falls IT staff, the built-in endpoint protection translates into enhanced security with less IT infrastructure to own and manage.

“With our previous solution, it was hard to uncover security issues on remote PCs until they impacted employee productivity,” says Brandon Comouche, IT Administrator for Sno Falls Credit Union. “By the time we noticed it, it was two days after the fact. This was more challenging when employees disconnected from the company VPN [virtual private network]. And because Windows Intune is cloud-based, we've gained visibility into our entire PC infrastructure—something we never had before—and can address issues before they become problems.”

Sno Falls replaced its antivirus and update software with Windows Intune. “Now we can configure everything from a single, web-based console,” Comouche says. “I'd recommend this solution in a heartbeat.”

### Simplified IT Management

Sno Falls IT professionals have found that they can create new policy settings for all company PCs by using a simple, template-based configuration, which reduces complexity, drives consistency, and ultimately saves time. These policies can be assigned to any PC in the company

environment that is managed by Windows Intune—even those PCs used outside of the corporate domain.

“Previously, we spent two hours weekly ensuring each system had the right updates,” Cummins says. “With Windows Intune, we set up multiple policies and deploy updates simultaneously—we're saving about 90 percent of that time.” This translates into a time savings of 1.8 hours a week, or nearly 94 hours a year.

“With Windows Intune, it's so much easier to manage the deployment of updates that each employee needs—regardless of whether they're on the network or just logged on to the Internet,” says Comouche. “That means we're saving time and driving productivity by improving PC performance and protection against malicious software—no matter where our employees are located.”

### Increased Productivity

By using Windows Intune, the IT team can focus on business-critical activities, rather than reacting to security and update issues. Sno Falls estimates that by using Windows Intune, its IT team saves between two and four hours a week—or nearly 200 hours a year—on update issues alone.

“We're able to spend less time worrying about which PC needs updating or manually managing the deployment of updates and policies on a per-PC basis or when PCs are connected to the corporate network,” says Cummins. “Windows Intune gives us insights that help us be more proactive in our PC management so that we can keep our employees and their PCs running at their best. It makes everyone more productive.”