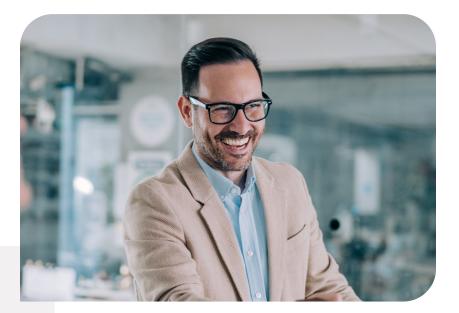# Nuvision

Building a better customer experience with a more flexible network

Nuvision Credit Union

nuvisionfederal.com

- Helping members build better lives for nearly 90 years
- Values include strength, independence and discipline
- Serves members in CA, AZ, WY, WA and AK
- Offers digital and mobile banking, loans and credit cards

Challenges

- Frequent power and network outages at on-prem data center created a poor member experience
- Needed more network scalability to accommodate new products and respond to member demands
- On-premise hardware was inflexible, and expensive to buy and maintain

Solutions

- Lumen® Internet On-Demand (NaaS)
- Lumen® Edge Private Cloud
- Lumen® Enterprise Network Storage
- Lumen® IP VPN
- Lumen® Dedicated Internet Access for a backup internet circuit

Results

- 99.99% network availability enhances the member experience
- Improved scalability, as adjusting network bandwidth is fast and easy
- Increased ability to introduce services without significant upfront investments

NUVISION
CREDIT UNION

99.99%

Network availability

LUMEN®

Challenge

Providing a stable experience with a scalable network

A member of a credit union is more than an account number: They're a part-owner, and the credit union exists to serve them. Nuvision Credit Union strives to strike a balance between increasing services, driving efficiency and providing a best-in-class experience for their members.

But Nuvision's network made that impossible, says the leader of the networking team, Marvin Solis. Housed at Nuvision HQ, their on-premise data center suffered power and network outages. Availability was 98%—less than what Nuvision members deserved.

Reliance on data center hardware was also a hurdle to growth because Nuvision couldn't easily increase bandwidth to take advantage of new tools. "It took a long time to scale up our internet connections, which meant inconsistent service to our members," Solis explains. Every increase in capacity was a permanent network investment and a long-term maintenance cost.

Solution

A transformed network maximizes availability and flexibility

Nuvision engaged in conversations with Lumen, who introduced the option of moving to the cloud.

Lumen was a one-stop shop, using Lumen® Edge Private Cloud for easy infrastructure access, traffic prioritization and routing through Lumen® IP VPN, Lumen® Network Storage for improved performance, and Lumen® Internet On-Demand for fast, reliable connectivity. With Lumen® Internet On-Demand, Nuvision could quickly adjust bandwidth as needed from the Lumen Control Center.

"This was a very flexible, quick-to-deploy network solution," Solis says.

Nuvision also adopted Advanced Managed Services, which provided direct access to the Lumen team for questions or troubleshooting help.

"There are a lot of very dedicated and knowledgeable people working with Lumen, and I got the sense that they were always trying to help us," Solis says.

Lumen Solution Set

- Lumen® Internet On-Demand (NaaS)
- Lumen® Edge Private Cloud
- Lumen® Enterprise Network Storage
- Lumen® IP VPN
- Lumen® Dedicated Internet Access

> " By moving our data center to Lumen and making use of their Network-as-a-Service (NaaS) product, we achieved high availability with close to zero interruptions"
>
> **— Marvin Solis,**
> Leader of Network and Information Security, Nuvision Credit Union

Results and Future Plans

Growing the network to serve members better

"The most tangible benefit has been availability," Solis says. "By moving to the Lumen® Edge Private Cloud and making use of NaaS, we have eliminated outages and maintained 99.99% availability for our members."

The scalability of Lumen® Internet On-Demand also allows Nuvision to improve the member experience. "If we need to increase our bandwidth to deploy a new application, we're able to do that on the fly," Solis says.

Freed from hardware restrictions, Nuvision has become more efficient when scaling. Gone is the CapEx model, which required significant upfront costs to deploy an oversized network. Nuvision's OpEx approach of a cloud-based, modernized network is always right-sized for their needs.

Moving Nuvision's data center to Lumen gave the team peace of mind and confidence that their members enjoy a smooth, uninterrupted experience. Nuvision believes that a better life is always possible, and Lumen helps Nuvision deliver that life to members.

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