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### Case Study:

Congressional Federal Credit Union

#### CFCU voice, data, security, management communications systems unified and secured

Congressional Federal Credit Union (CFCU) voice and data communications were in need of an upgrade and required more sophisticated solutions to link its infrastructure as well as comply with security and regulatory mandates.

The credit union's conversion to a Cisco infrastructure provided a secure Unified Communications environment for both data and voice. In addition, this implementation allowed for the easy addition of new features as well as functionality across the board.

CFCU now has a large-scale, secure, managed, and controlled network that handles both data and voice reliably and securely.

## The challenge ■■

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Congressional Federal Credit Union (CFCU), located in Washington, DC, serves members of Congress, employees of the U.S. House of Representatives and select employee groups. Founded in 1953 – with nearly 45,000 members worldwide – the credit union has a long history of providing reliable and efficient service.

Recently, CFCU made the strategic decision to upgrade its infrastructure in an effort to better be able to handle the projected growth and increase efficiencies while providing additional bandwidth for future network-enabled services.

CFCU's IT staff, increasingly under pressure to keep both customer-facing and internal systems running, found that trouble-shooting and repairing problems had become increasingly more difficult and time-consuming as the size and complexity of the network grew. In addition, the organization wanted a unified system that could link the organization's various branches together and more efficiently than the existing technology.

To keep up with existing and new regulatory compliance, CFCU also needed to update its existing security infrastructure to support detection of intrusion into the CFCU network environment and be able to provide real-time remediation and on-going logging and monitoring.

A solution for CFCU would also have to keep in mind that their high-profile membership includes lawmakers responsible for regulatory oversight of the credit union industry and keeping customers satisfied was critical to any solution implemented.

## The solution ■■

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From a strategic standpoint, CFCU realized it made sense to upgrade both its voice, data, and security infrastructure by combining all of these technologies into a single long-term project. This would allow CFCU to have an end-to-end Secure Unified Communications solution delivered by Presidio Networked Solutions utilizing Cisco Systems products.

A secure UC environment consists of the hardware and software that enables IT personnel to employ a secure data network as the transmission medium for telephone calls.

Congressional FCU chose Cisco Systems' technology and Presidio Networked Solutions for network design and solution implementation. Presidio provided a full life cycle of services from pre-sales, planning and deployment to on-going day two support.

This approach – rolled out in a phased, five-year effort – provided a stable, redundant, secure, scalable network that allowed for easier management, including Moves Adds and Changes (MAC), and a more effective system for business continuity in the event of a disaster.

## The results ■■

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CFCU now has a large-scale, secure, managed, and controlled network that handles both data and voice reliably and securely.

For end users – both customers and employees – the voice and data systems are easy-to-use and efficient. An advanced network security enables remote access capability for employees wishing to work offsite.

For the credit union's IT staff, the system offers excellent reliability, flexibility, and redundancy to prevent downtimes and ensure security. Cisco hardware and software provides a "pluggable architecture" that allows IT to add new features or functionality quickly and easily, without downtime or disruption. The end result is a voice and data network that provides CFCU with a competitive advantage in its market.

## Cisco technology provides the backbone

Following a review of existing technology providers, CFCU's IT staff believes that Presidio and Cisco provided the best end-to-end solution for its network and UC.

Presidio and Cisco's broad range of offerings and security infrastructure solutions enables the credit union to meet its regulatory, industry and organizational security requirements.

The following four solution areas offered by Presidio were utilized in CFCU's new voice and data infrastructure:

- Unified Communications UC
- Security
- Mobility
- Data center

Utilizing Cisco technology – supported by Presidio's strength in planning, designing, integrating, operating and optimizing networks and system solutions – the credit union was able to develop a unified approach to its infrastructure upgrade.

In addition to fully supporting the implementation, Presidio provided end-user training as needed to ensure that the credit union's staff was able to take full advantage of the new efficiencies



*Congressional Federal Credit Union Data Center*



## The implementation ■ ■

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Presidio Networked Solutions engineers – working in tandem with CFCU's IT staff – designed the new infrastructure and implemented its rollout at the credit union's headquarters, its disaster recovery site located in nearby Winchester, Va., and at five branch offices throughout the area.

The new network included the following systems and features:

### Unified Communications

Cisco Unified Communications Manager (CUCM)  
Unity Voice Mail  
Cisco Unified Contact Center Enterprise (CUCC Enterprise)  
Cisco Video Conferencing

### Security

Cisco Monitoring, Analysis, and Response System (MARS)  
Cisco Security Agent (CSA)  
Cisco Intrusion Detection/Prevention System (IDS/IPS)  
Cisco Network Admission Control (NAC)  
Cisco Adaptive Security Appliance for Firewall and VPN (ASA)

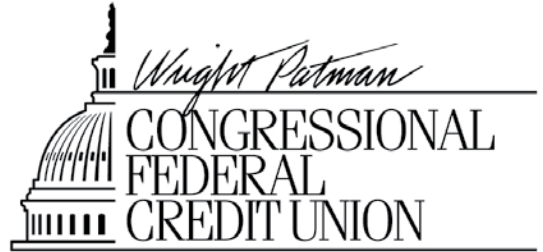
### Mobility

Cisco Wireless LAN Controller (WLC)  
Cisco Wireless Control System (WCS)  
Cisco Access Points  
Cisco Mobile phones

### Data Center

Cisco Catalyst LAN Switches  
Cisco Integrated Services Routers (ISR)  
Cisco Multilayer Fabric Switches for Storage (MDS)  
Cisco Application Control Engine for Load-Balancing (ACE)

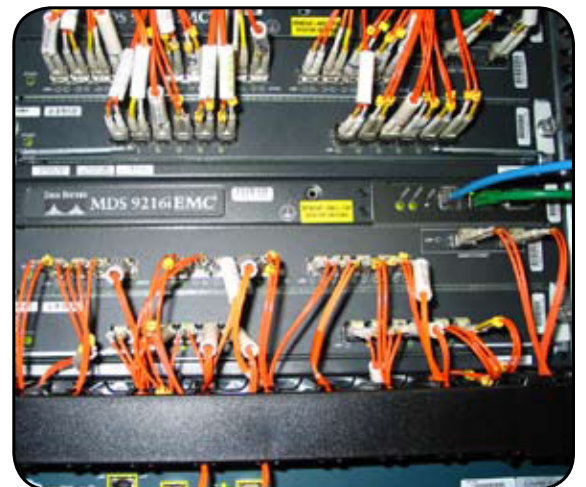
These major components of the infrastructure were rolled out over a period of time, with new features and enhancements added in subsequent years. In addition to fully supporting the implementation, Presidio provided end-user training to ensure that the credit union's staff was able to take full advantage of the new efficiencies



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This approach – rolled out in a phased, five-year effort – provided a stable, secure, scalable network that allowed for easier management, including Moves Adds and Changes (MAC), and a more effective system for business continuity in the event of a disaster.

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CFCU utilizes Cisco MDS Fiber Channel switches for its SAN environment

The return on investment ■■

Though no follow-up cost analysis was done of the credit union's conversion to a Cisco-backed network and UC solution, the benefits were clear – greatly enhanced security, a reliable, easy-to-use and easy-to managed network, the ability to scale as the credit union grows and add new features that benefit their customers (such as call center enhancements) and employees (such as remote access).

In addition, the credit union has greatly reduced its risk profile and improved its competitive standing in the marketplace through enhanced technology that improves service and gives customers more options.

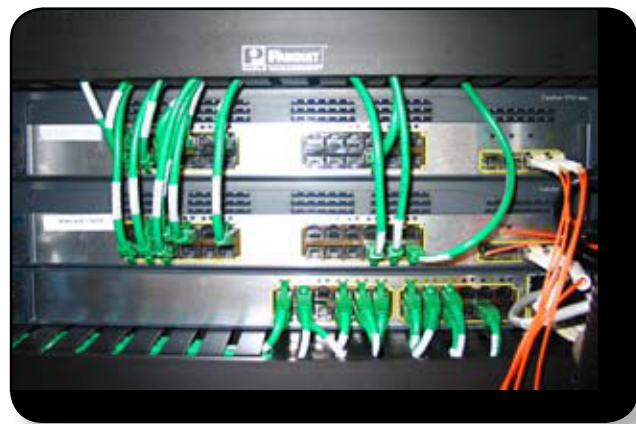
"Our reputation for reliability and service is extremely important because of our visibility in the nation's capital, and our network upgrade has enabled us to meet the growing needs of our employees and our customers while improving IT's ability to manage the system," says Brant Scaln, manager of information technology. "We chose Cisco and Presidio because we knew that they were the best – the best end-to-end technology solutions and the best provider of advanced IT infrastructure design and implementation. The end result for us has been a great success."



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For the credit union's IT staff, the system offers excellent reliability, flexibility, redundancy and back-up to prevent downtimes and ensure security. Cisco hardware and software provides a "pluggable architecture" that allows IT to add new features or functionality quickly and easily, without downtime or disruption.

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*CFCU utilizes Cisco Catalyst switches for its LAN infrastructure*



*CFCU's call processing, voice messaging, and call center are consolidated in only a few Rack Units (RU) running on Cisco Unified Communications architecture*



Call 1-800-4LAN-WAN for more information about Presidio solutions and technologies.



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- Cisco Master Unified Communications Certification
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- EMC2 Platinum Partner
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