Securing Financial Services

Learn how Landings Credit Union optimizes IT, enhances security, and upholds regulatory compliance through its partnership with One Step Secure IT.

For over 70 years, Landings Credit Union has successfully combined the resources of a large financial institution with a personalized touch in member service. With three locations spread across the bustling Phoenix metro area, their commitment to the community has always been unwavering.

As they expanded, the complexities of managing a growing IT infrastructure while adhering to stringent financial regulations began to mount.

The Search for the Right IT Partner

Rachel D. Causley, Landings Credit Union's CIO (Chief Information Officer) was searching for an IT partner that understood and met their needs. With over 30 years of industry experience and a decade spent at Landings Credit Union, she oversees all IT operations, including endpoints, servers, workstations, and user applications. When their previous Managed Service Provider (MSP) began to falter, Causley recognized it was time for a change.

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> *We were working with an MSP for several years, but they were a bigger entity that bit off more than they could chew. Their service was rapidly declining, and it felt like pulling teeth to get our needs prioritized.*

With a lean IT department of two other employees, Landings Credit Union needed a reliable IT partner to support their end users effectively.

Each time their team reached out for support, they were met with uncertainty. Help desk staff often didn't recognize or understand their situation, leading to unnecessary delays. The first 15 minutes of every call were frequently spent answering basic questions about the organization—information the MSP should have already known. This lack of familiarity wasted valuable time and fostered frustration among Landings Credit Union's team, who felt unsupported during critical moments when quick resolutions were essential.

A New Beginning with One Step Secure IT

After growing accustomed to the lackluster service of their previous MSP, partnering with One Step Secure IT felt like a breath of fresh air. The transformation was immediate and palpable. The stark difference in communication and support was evident, erasing the days of feeling like just another ticket in the system.

Since its inception in 1985, One Step Secure IT has been dedicated to providing top-tier IT, security, and compliance services. One Step strikes an excellent balance—small enough to offer personalized attention, yet large enough to support clients with a full team of experts.

Landings Credit Union decided to engage One Step Secure IT for co-managed IT services, allowing them to focus on more specific aspects of their IT operations while gaining access to a dedicated team of specialists.

One Step Secure IT took on key responsibilities such as...

Server Management

Network Monitoring

Regulatory Compliance Readiness

This allowed Landings Credit Union's IT team to refocus their efforts on user support, knowing that the critical back-end tasks were in expertly skilled hands.

This partnership brought invaluable resources to the table, including:

- **Virtual Chief Information Security Officer (vCISO)**
- **Network Administrator**
- **Compliance Manager**

—ensuring that Landings Credit Union has the specialized support they need.

Specialized Knowledge in Financial Services

In the world of finance, security is not just a priority; it's a necessity. One Step Secure IT's deep understanding of the financial sector and its specific regulatory requirements gave Landings Credit Union the reassurance they were looking for.

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The fact that they are knowledgeable in the financial sector—I feel like that has helped me feel more comfortable for our upcoming audits or exams.

Rachel D. Causley emphasized the critical importance of protecting account information and Personal Identifiable Information (PII). Any breach could carry severe consequences, making strong security measures and strict adherence to industry standards paramount.

With One Step Secure IT, they felt confident that their sensitive data was in safe, capable hands.

A Partnership Built on Trust

Through this partnership, Landings Credit Union overcame its immediate IT challenges and established a foundation for sustainable growth. As they continue to serve their community with the personalized attention that has defined their organization, they now do so with the peace of mind that comes from having a dedicated IT partner at their side.

The decision was straightforward for Causley. "We considered other MSPs, but the level of service and the relationship we were building with One Step made the decision easy," she explained. The pricing was similar to what they had been paying, and the exceptional relationship and service quality made One Step the clear choice.

Causley highlighted their exceptional service, saying, "Even when it comes to account management, if I have any concerns or questions—especially about pricing—my account manager has been fantastic. They're incredibly responsive and always ensure everything is handled promptly. Those are all A-plus qualities in my book."

Since partnering with One Step Secure IT, Landings Credit Union has transformed its IT operations. The seamless blend of specialized knowledge, personalized service, and prompt communication has solidified One Step as a trusted partner in their journey.

This partnership has empowered Landings Credit Union's team to shift their focus back to what truly matters—serving its members with care. With the assurance that their IT infrastructure is not only secure but expertly managed, they're poised for a brighter future.

The Phoenix-based credit union is tackling today's challenges head-on and strengthening their tech foundation for a safer and more efficient future.

With One Step Secure IT by its side, Landings Credit Union is well-equipped to adapt and thrive, ensuring it continues to meet the needs of its community with confidence and dedication.

Let's Start a Conversation

Tell us about where your business is going, and we'll help you find a path forward.

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