



Background

America First Credit Union was founded in Ogden, Utah, on March 16, 1939, by a small group of people determined to form their own cooperative to promote their collective economic well-being. In its 69-year history, America First has remained a member-owned, not for profit cooperative financial institution. Today, America First is Utah's largest credit union, and the 12th largest credit union in assets in the United States, with \$4.3 billion. It is also the 6th largest credit union in membership in the country, with 452,036 members. America First has 77 branch locations along the Wasatch Front and in Mesquite, Nevada.

The Challenge

America First was using a remote-control system to manage its ATMs. Although this method was adequate, it lacked the speed and encryption features America First desired.

Situation

IT personnel at America First researched some free software options and a new remote-control package, then discovered NetSupport Manager. They downloaded this solution, thoroughly tested it and put it through numerous security procedures. They were impressed with its 256 AES encryption, file-transfer capabilities and automated scripting.

For more details and to download free 30 day software trials go to

www.netsupportsoftware.com

NetSupport Solution

America First – the largest credit union in Utah – has a fleet of 116 ATMs, so finding a secure and fast remote management solution like NetSupport Manager was imperative.

The credit union's IT team now has more control over their ATMs and they require less travel to maintain their fleet.

The team is using the scripting feature to automate and expedite some of their tasks. One example is that America First has reduced the time it takes to distribute marketing messaging files to its 116 ATMs.

Three times each quarter, a small jpeg file containing company promotions and other advertising vehicles is displayed on all ATM screens. Before America First utilized NSM, the process of distributing these files took between four and five hours.

Now, with the help of NetSupport Manager, it takes under an hour to complete the same task.

The time savings in this process alone provides America First with a substantial return on its investment and has already paid for the cost of the product.

Testimony

"NetSupport Manager has given my staff the ability to remotely, quickly and securely access our fleet of ATMs. We have reduced our travel expenses and we believe the protection offered by this system is unparalleled. We are pleased with the scripting features and have plans to automate more processes. It is a solid product and a wise investment."

- Chad Lynch, ATM Services Manager

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