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STRATODESK MAXIMIZES USER EXPERIENCE FOR ACHIEVA CREDIT UNION

ACHIEVA BANKING FOR GOOD™

Case Study

- **Customer:** Achieva Credit Union
- **Industry:** Financial Services
- 455+ employees; 160,000+ members
- **Headquarters:** Florida, USA
- **Assets:** $2.5 Billion in Assets
- **Platform:** VMware Horizon

"Stratodesk NoTouch OS and NoTouch Center makes our lives a lot easier. It is amazing."

Will Pacha
TECHNICAL SUPPORT MANAGER

The Customer

Achieva Credit Union was founded in 1937 when seven teachers in Pinellas County were denied a loan from a bank, and the teachers collaborated to form a financial institution. Today, Achieva serves more than 161,810 members with 25 branches throughout 15 counties in west-central Florida. In 2018, Achieva became a Stratodesk customer.

The Challenge

- **Windows security issues**—Achieva's IT team needed increased solutions to guard against data security threats. They wanted to improve efficiency while implementing patches and updates.

- **Secure remote workstation access**—Achieva utilizes remote workstations for employees and relies on continued security when launching VDI environments.

- **Physical updates**—When passwords are updated in a virtual environment, the change doesn't occur to the physical environment. Keeping physical devices consistently updated means more work for the IT team.

The Solution

- Stratodesk NoTouch OS

- Stratodesk NoTouch Center

Key Benefits

- Increased cybersecurity

- Saved time in deployment and implementing updates

- Ability to manage endpoints remotely from anywhere at anytime while improving user experience and reducing cost.

Why Stratodesk?

Achieva's laptop fleet initially consisted of various hardware models before migrating them to all HP. Security is top of mind for Achieva and they wanted to move away from the burden of managing and securing Microsoft Windows on their endpoints. The ability to effortlessly and securely deploy Stratodesk was an enormous time and cost savings for the IT team.

Ease of Implementation

Stratodesk NoTouch OS implementation could not have been more straightforward. "When we found out that you receive a zip file, including the ability to burn the CD or put it on a USB drive, it was unheard of. Stratodesk made our job so easy, the ability to easily push updates. It's great knowing that there is a company that cares about their customers."

Management Capabilities

Achieva found the NoTouch Center Management console a tremendous benefit. "We can go into the management console and push out updates, restrict things, and simplify our deployments. What would normally require 3-4 programs, Stratodesk can accomplish by itself in one console."

Remote Troubleshooting

Achieva acquired the power to resolve issues remotely for all employees from any location on any device. The IT team can customize each user's experience and work on the OS directly, not affecting productivity.

Results and Benefits

After implementing Stratodesk NoTouch OS across all their devices, Achieva determined Stratodesk to be the leader for its hardware-agnostic, and secure Linux OS while providing an exceptional management platform for its hybrid users.

Key benefits include:

- **Saved 40 hours a week:** Achieva deployed Stratodesk NoTouch OS and effortlessly managed and configured 25 devices in a single day.

- **Saved 70% in time spent implementing updates:** Updates with Stratodesk NoTouch take minutes compared to Achieva's experience with Windows taking hours and days to complete.

- **Increased cybersecurity:** Stratodesk NoTouch is a Linux-based, read-only OS. NoTouch Center enables Achieva's team to quickly update devices and minimize the attack surface on the endpoint.

- **Support team recovers 90% of their time:** Achieva's technical support team spend a lot of time patching and monitoring Microsoft Windows. Stratodesk replaced the tedious maintenance tasks enabling the support team to focus on more important fuctions.

- **Remote management:** When updating or customizing a user's experience, the IT team can implement changes remotely without physically touching the device.

- **Cost-efficient:** Achieva has successfully and cost-effectively met the company's objectives and supported its strategy.

Dedicated Support

Stratodesk's dedicated support team takes a proactive approach to help customers in every step of their journey and provide the foundation to reach their desired business outcomes. "It is a quick turnaround from the time we submit a support ticket to the time Stratodesk support contacts us back. Typically within 24 hours, which is very good," said Will Pacha, the Technical Support Manager at Achieva.

NoTouch Deployment

Achieva tested the length of Stratodesk NoTouch deployment vs. Windows OS deployment from start to finish. To implement Stratodesk on a new HP laptop, Achieva took the following steps:

1. Load NoTouch software

2. Re-label and set up the network name

3. Set up property management and accounting system (takes about 15-30 minutes)

4. The laptop is now fully configured and ready to be used. When configuring a new HP laptop with Windows, it took Achieva 3-4 hours to configure, secure and register.

Conclusion

Achieva Credit Union simplified the process to deploy and manage its endpoint security, maintenance, and support without increasing costs or overburdening the IT team. With Stratodesk, Achieva was able to secure their endpoints and provide their network administrators valuable time while decreasing their expenditure and improving the user experience.

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