



Ongoing Operations' Connectivity Solution Helps XCEL Federal Credit Union Streamline Third Party Connections to Ensure Uninterrupted Member Service

XCEL Federal Credit Union was chartered in New Jersey in 1964 and serves multiple select employee groups. Their tagline, "Uniting Service and Technology", underscores their deep commitment to making services available to their members at all times. Like many credit unions, XCEL leverages shared branching, ATMs, debit card transactions, online banking and online bill pay to offer more convenient account access for their membership.

Michael Mahiya, Information Technology Director for XCEL FCU, immediately recognized the advantage of using Ongoing Operations for back-up connectivity to the credit union's key third party vendors. "In the event of a disaster, reliable connectivity is critical. If I can bring up all of my servers but fail to connect to online banking, then our members won't have the account access they depend on and the credit union won't be able to operate smoothly," said Mahiya.

In the past, the credit union's IT staff had to individually manage these third party connections themselves, which could be a cumbersome process. The Ongoing Operations solution provides a real-time, backup connection point that is thoroughly tested, standardized and reliable so that it is ready for XCEL, and other participating credit unions, at any time and for any reason.

Ongoing Operations has existing connections to many third party vendors. From Fedline to ATM and Credit Card processors, we can help you stay connected so that you may continue to provide the services your members rely on each day.

Please contact us today at sales@ongoingoperations.com or by calling 877-296-4355 to learn more about our connectivity solutions.