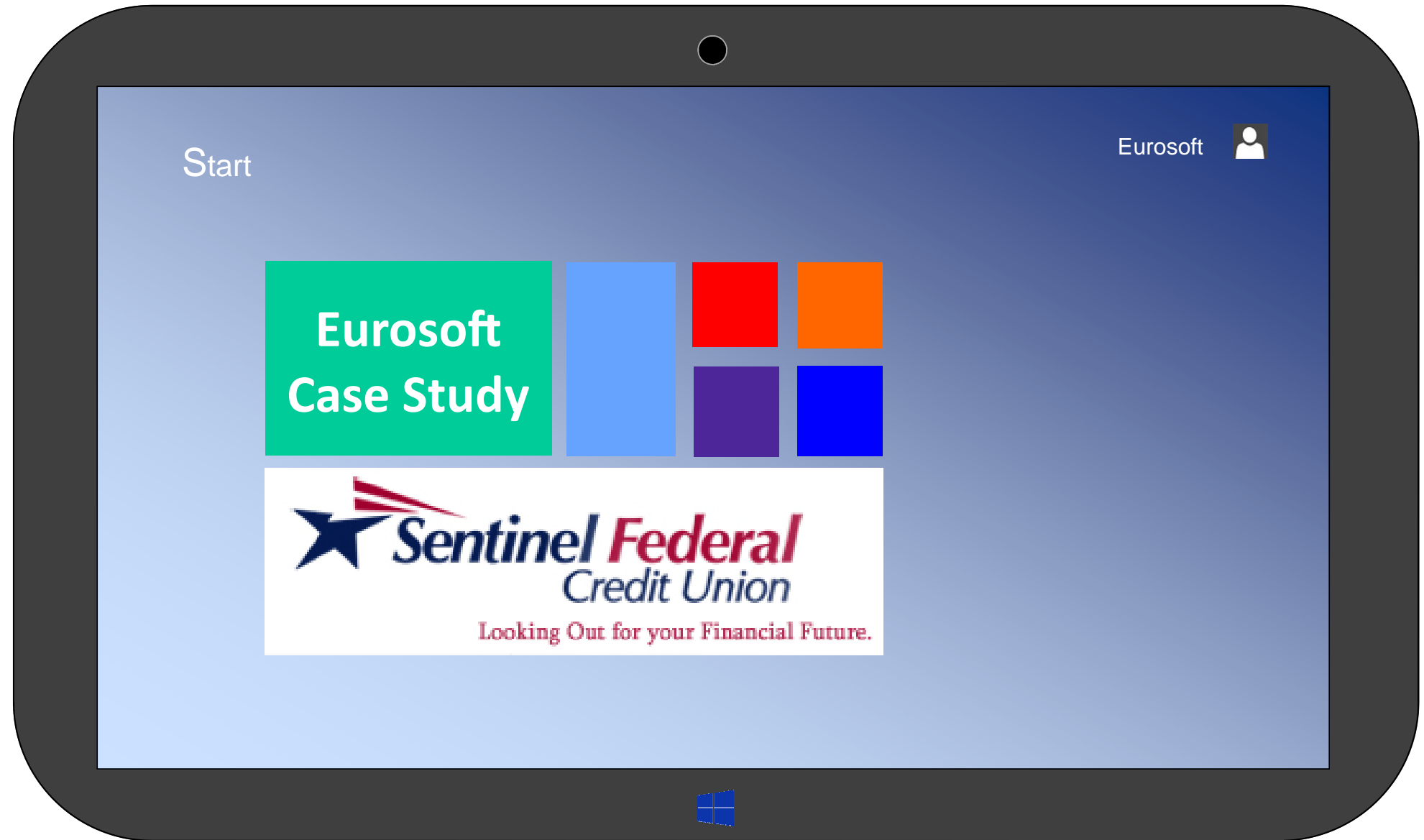


# CASE STUDIES



# Sentinel Federal Credit Union: Safeguarding the future



Sentinel Federal Credit Union was founded in 1955 with a primary goal of serving the military personnel on Ellsworth Air Force Base. Through the years, Sentinel has added other groups to their field of membership along with two other locations. In 1987 a branch office in Rapid City was established to accommodate the growing number of groups that were added to the membership list along with the Ellsworth military personnel who lived in Rapid City. In 1994 Sentinel purchased Rosebud Federal Credit Union in Winner.

While it is true that Sentinel Federal Credit Union offers many of the same services as other financial institutions, there are a few things that make it different.

- It is a financial cooperative and not in business solely to make a profit.
- It provides its members with a safe and convenient place to save and borrow money at reasonable rates.
- It is owned by its members, and not by some distant company, individual or corporation.

- Profits are returned to the members, in the form of lower loan rates, higher savings rates, or more services.
- Funds are spent and put back into the local community.

## Regulated Services

The actions and activities of Credit Unions are carefully monitored and controlled. Sentinel Credit Union is audited annually and has an inhouse Supervisory Clerk and Supervisory Committee responsible for ensuring that funds are managed properly and that all records are in order. In addition, the Credit Union's records and business activities are also examined by the National Credit Union Administration (NCUA) – an agency of the United States Government.

## PC Reliability is Crucial

The availability, reliability and accuracy of member financial information is crucial to the continued success of Sentinel Credit Union. "PCs throughout the Credit Union are used to access and possibly store sensitive personal and financial information of our members and the importance of guaranteeing the highest levels of PC reliability, led us to adopt Eurosoft's Pc-Check self-booting diagnostic software in 2004."

**“The mission of Sentinel Federal Credit Union is to be the leading provider of personalised, high quality financial services to our member-owners, while maintaining integrity and financial security.”**



## The Requirement

Sentinel realised that its wide-spread use of PCs lead to a dependence upon professional service and support organizations on the rare occasions when PC's failed or developed faults that necessitated them being returned for repair. Although this dependence was viewed as being acceptable, in order to maintain its growth and meet the demand from members for its increasing financial services, Sentinel felt that an in-house solution would help ensure that its PCs continued to deliver the highest levels of performance and reliability.

At the same time, Sentinel was in the process of upgrading and replacing its PCs and was well aware how crucial it was to permanently destroy all data held on its PC hard drives.

“Our PC's hold extremely sensitive financial information on our members,” explained Sentinel. “We intended to recycle our older PCs into the community but knew that standard disk utilities would not completely remove data and could leave this sensitive and confidential information at the risk of being accidentally or deliberately recovered.”

## Eurosoft's Solution

Sentinel Credit Union approached Eurosoft to ascertain whether the company's PC test and diagnostic solutions, already widely used in the PC manufacturing and servicing industries, could meet their own internal requirements. Following a detailed discussions and a short evaluation, two Eurosoft applications were selected:

**Pc-Check®** – which provides easy-to-use, professional hardware testing independent of operating system to determine faults and reduces returns, RMAs and repairs, and:

**ZeroData™** – to permanently and safely remove all hard drive data for PC reassignment, upgrades, refurbishment, recycling and donation.

## Enhanced QA

Sentinel Credit Union has already seen measurable benefits from Pc- Check and ZeroData. By testing PCs in-house, the Credit Union is able to verify and resolve problems, install new devices and upgrade its PCs quickly and with minimum disruption. ZeroData allows Sentinel to continue supporting its local communities by donating PCs to schools, charities and other associations, safe in the knowledge that all hard drive data has been permanently destroyed.

**“Eurosoft's solutions ensure that our PCs deliver the reliability that is crucial to our growth so that we can focus on delivering high quality financial services to our member owners, maintain our integrity and financial security, and can safely recycle our PCs back into the community.”**



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