

# Case Study

## **Challenge:** Existing IT staff is time restrained and requires some additional expertise for various, critical projects.

Tom Sweeney was looking for an IT partner to supplement his existing IT staff and to provide the lead role in designing and implementing a complete disaster recovery solution. As the Vice President of Information Systems for Hanscom Federal Credit union, Tom is responsible for ensuring the success of this specific project and also to provide his staff with the required, additional resources to effectively support and maintain the network today and in the future.

*“The credit union had some needs that couldn’t be met with our existing IT staff. We’ve worked with other IT companies in the past but didn’t feel comfortable with them managing a project of this magnitude. We wanted to find a partner where a long term, strategic partnership could be developed.”*

– Tom Sweeney, VP Information Systems, Hanscom Federal Credit Union

Hanscom was in need of an IT partner that had the required level of expertise to handle this disaster recovery project, while possessing the ability to effectively work with them on long term, strategic initiatives. This type of partnership requires not only technical ability and consulting skills, but also the ability to establish and maintain a strong rapport with the existing IT staff and senior level management. Up until this point, they had been unsuccessful in finding a partner that had these attributes.

Fortunately, Tom was able to fulfill his requirements with Morse Technologies.

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## **Solution:**

Morse Technologies was recommended through mutual vendors. After several meetings between Morse Technologies and Hanscom management to identify and scope of Hanscom’s requirements, Morse Technologies presented a Disaster Recovery solution that met the needs of Hanscom Federal Credit Union. Morse Technologies offered the right level of design and project management skills, engineer depth, and personality to make the decision easy.

“Morse Technologies presented us with a sound disaster recovery solution and displayed the level of confidence we needed to ensure a project of this level of importance would succeed. They were extremely professional, presented well, and possessed the qualities we needed in an IT Partner”.

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## **Results:** Sound Disaster Recovery Solution and a reliable IT Partner

It has been over a year since the disaster recovery project was completed. Hanscom Federal Credit Union is confident that their infrastructure, critical applications and business is safe and secure protecting them from disaster. They proactively focus their IT efforts on support, maintenance and strategic planning leveraging Morse Technologies to ensure their IT solutions are state of the industry and give them a competitive edge in the marketplace. By leveraging virtualization, hardware redundancy and site to site application replication, their business will be protected in the event of a true disaster.

The decision to bring in Morse Technologies was the right move for Hanscom Federal Credit Union. It put them in a position of protection and reliability.

*“We truly appreciate the efforts of Morse Technologies in helping us protect our business. They conduct themselves with true professionalism and are considered an essential part of the Hanscom Information Systems team. It is great to have their team as a resource as we continue to evolve our business and infrastructure.”*

*“Our in-house IT staff is constantly engaged in day to day operations. Additional IT resources that are dependable and experienced are essential for augmenting our current IT staff. We also have critical projects on the horizon that require a higher level of expertise.”*

– Tom Sweeney  
VP of Information Systems,  
Hanscom Federal Credit Union