

CU*Answers Network Services

- A division of CU*Answers started in 2002
- Started at direction of our owners, to build a technology support resource in the CUSO.
- A new need following our move from green screens to PC based processing.
- First service offered was PC and peripheral sales.



CNS – By the Numbers

60

Technical, management, consulting and administrative staff.

25

Dedicated front-line support staff.

24

Engineering team members.

CNS - By the Numbers

4,067

The average number of tickets we close per month.

>10K

Devices under management (everything from pcs to servers to routers and firewalls).

50

Years combined executive level technology management experience.

Our Clients

- We work with 200 CUs and financial services firms.
- Sizes range from start up CUs to over \$1B in assets.
- Many are CU*Answers data processing clients, but not all. We work with many CUs on different cores as well as CUSOs and FS firms.
- We focus on the unique needs of credit unions and have built our product portfolio around those needs and continue to evolve with them.
- We have clients with no IT, some IT, and even other CU 3rd party providers.

We can design a solution to do it all, or to fill the gaps!

Our Services

- Managed workstations and servers
- Patch management
- Firewall management
- Remote access
- Email hosting/security/encryption
- Backup/business continuity/virtual hot site
- Private/public cloud solutions
- Advanced security, endpoint and audit solutions
- Hardware and software sales
- Virtual and in-person support/consulting



Our Partners



Advantage CIO

Like CNS, started 10 years ago by Matt Sawtell and Dave Wordhouse to address the growing attention to GLBA and the IT related compliance elements required.

Serving over 100 CUs and FS firms.

Created to leverage expertise to help not only with the tactical technology management solutions, but also strategic ones.

Our most popular bundle assists with regulatory requirements including IS risk assessment, annual IS reporting to board of directors, business continuity plan, Information security program and policies and assistance with exams/audits.

We also offer Strategic Technology Planning, NCUA ACET, tabletop exercises, cybersecurity training and testing, business impact analysis and IT audit/assessment.