

First Federal



Deploying innovation for ‘home town touch’ customer experience and scale.

From online banking, digital lending, and Interactive Teller Machines (ITM) - innovative and efficient technology is improving the banking experience. Often referred to as America’s Favorite Lenders, community banks comprise 99% of all banks and provide 60% of all small business loans.

Locally owned banks empower communities to thrive with a deep understanding of local economies and individual needs of small businesses, where innovation utilizes technology to deliver cost savings and a meaningful impact to customers. For the Community Banking industry, responsible innovation is key. A clear understanding of how the technology serves a bank’s strategic objectives is just the first step. The Federal Financial Institutions Examination Council (FFIEC) Outsourcing Technology Services Handbook defines stringent guidelines for vendor selection to ensure innovative technologies are supported by a secure environment and trustworthy partner.

“Today, we operate out of 14 locations – with 6 added in the last 5 years. As an organization committed to strengthening the communities we serve through support of local business and people, we’re very thorough in vendor selection. We look for companies that align with our core values – community, excellence, collaboration, integrity, and accountability. Opus matched those in the first conversation and they have continued to deliver the best in breed service.”

First Federal
 Brett Bies, CIO

About Opus Interactive

Opus Interactive helps customers reduce cost and optimize resources with tailored hybrid and multi-cloud solutions. Our mission is to build trusted solutions that pave the way for sustainable IT and the next generation of technology builders.

Founded in 1996, Opus Interactive has earned a reputation for delivering hosting solutions that meet enterprise requirements for compliance, performance, security, and cost. Through strategic partnerships with industry-leaders and a relentless commitment to customer satisfaction, the woman-owned cloud provider offers:

- Opus Cloud & Dedicated IaaS
- Object Storage
- Virtual Desktop Infrastructure
- Enterprise Colocation
- IT Services
- Network Connectivity
- Backup & Business Continuity
- Hybrid Cloud Monitoring & Management
- VMC on AWS capabilities available in 18 regions worldwide





Solution at a glance

Tailored Disaster Recovery solution that integrates IaaS, VDI, and colocation to enable critical business continuity.

- Colocation
- Virtual Desktop Infrastructure
- Dedicated OpusCloud IaaS
 - Hybrid Storage
 - 3PAR Storage
 - Compute resources
 - vCenter server
- Licensing
- Managed Object Storage

Business customers rely on business online banking, merchant services, remote deposit, and online lending. Innovative technologies, when supported with appropriate consumer protections, greatly improve bank services and performance. The financial industry is modernizing. For personal customers, this enables online and mobile solutions to monitor cash flows, make direct payments, understand changes in their credit scores, track spending, and budget more easily.

THE CUSTOMIZED SOLUTION

Opus Interactive implemented a complex disaster recovery solution backed by PCI DSS, SOC II Type II, and FedRAMP Authorized compliance to support growth, innovation, and security needs for First Federal. The underlying OpusCloud IaaS operates from HPE ProLiant Gen10 Servers, with HPE OneView software for managing the blade infrastructure – built to match and work seamlessly with a similar on-prem environment. The main storage is HPE 3PAR Storage, supported by flash and predictive analytics to deliver high availability. Virtual desktops and apps are delivered to all locations using the high-performance Horizon workspace that streamlines environment management and helps IT control, manage, and protect all of the Windows resources needed by each branch, delivered through a single platform. To free up space and increase reliability and security for equipment, network and server operations offsite to free up space and budget.

RESULTS

IT matters

- Ensure secure high availability with 100% uptime
- Gain hybrid cloud flexibility

Business matters

- Deliver seamless personal, business, and lending banking experience
- Utilize hybrid cloud to distribute workloads according to function, security, and performance requirements
- Support growth, business continuity and innovation goals

About First Federal:

First Federal sets the standard for excellence in Community Banking. The organization is a subsidiary of First Northwest Bancorp (FNWB). First Federal is a Washington-chartered, community-based savings bank headquartered in Port Angeles, WA. First Federal is currently serving Western Washington through 12 banking centers; located within Clallam, Jefferson, King, Kitsap and Whatcom counties. Member FDIC, Equal Housing Lender. www.ourfirstfed.com / (360)417.3204 / (800)800.1577



“We’re honored for the opportunity to work with First Federal. They’re known for innovative solutions that deliver excellent banking experiences for people and businesses in the region. In addition, their continued investment in charitable services that positively impact those communities is commendable.”

Opus Interactive
Shannon Hulbert, CEO

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