



## Overview

**Country:** United States

**Industry:** Credit Union Financing

### Customer Profile

CU Direct (CUDL) was established with the vision of providing point-of-purchase lending to the credit union community, and has grown to become the nation's largest point-of-sale and indirect lending network for credit unions. Today, the CUDL Network of credit unions and dealers serves over 20 million credit union members nationwide.

### Business Situation

CUDL needed a systems management solution that covered three specific areas:

- **Heterogeneous Infrastructure Performance and Availability:** Ensure multiple datacenter are up and running efficiently at all times.
- **Reporting to Management:** Fast and easy reporting.
- **Services Health:** Needed a clear picture of Services health.

### up.time 5 Benefits

1. Outage avoidance and fast MTTR has already saved over \$50,000.
2. Faster troubleshooting, saving downtime and resources.
3. Service and application health Views.
4. No more Alert storms that kill productivity.

### For more information

For more information about uptime software inc. or up.time 5, call the uptime Sales Information Center at 416.868.0152. Alternatively, visit our website to learn more about up.time at [www.uptimesoftware.com](http://www.uptimesoftware.com).

[Download up.time 5 Free Trial](#)

## CU Direct (CUDL) Manages, Measures and Monitors Physical and Virtual Infrastructure and Multiple Datacenters with Ease.



**Goal:** Monitor a broad, heterogeneous environment from with a single solution and reduce both costs and Mean-Time-To-Repair (MTTR) by 25%.

**Results:** CUDL cut MTTR by 50% in some cases and saved over \$50,000.

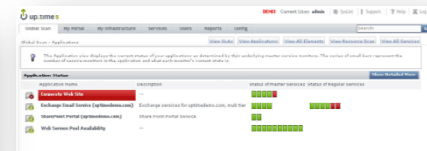
"Every few minutes of downtime results in lost loans for our clients. In fact, 30 minutes of downtime can equal hundreds of loans missed, resulting in thousands of dollars of lost revenue to us and our clients. That makes IT critical to CUDL's success, and that's why we chose up.time." Dan Draper, Datacenter Manager, CUDL

### Why did CUDL choose up.time?

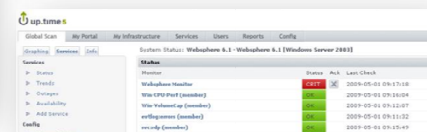
- **One Tool to Monitor and Manage across the Entire Infrastructure** including deep physical and virtual environment monitoring and reporting across many platforms, applications, and hardware.
- **Better Troubleshooting** that led to faster MTTR.
- **Service Health Views** that grouped different components together into unified service views. It's easy to see the dependencies for each service, making problems simple to spot.
- **Easy to Use and Cost-effective:** Simple Deployment, no Hidden Costs.



"Dashboards and Multi-Datacenter Monitoring"



"Service Health Views"



"Service Component View"

### Real-Life Example:

Intelligent alerting and fast MTTR are essential to CUDL. Downtime has a direct impact on company revenues, so getting back up and running quickly is a top priority. In addition, Dan's team takes a proactive approach to IT management, and needs to see historical data to understand where and why problems occurred. That proactive habit helps them avoid problems in the future.

"Recently, we had an outage with a file repository service, which included critical files for our day-to-day business. Immediately after the server went down, up.time alerted on issues affecting both the server and services. up.time pinpointed the problem and allowed my team to quickly focus on fixing the issue instead of wasting time looking for it. Critical services were back on-line in minutes. Using up.time's historical performance reports, we were able to look back after the issue had been solved to locate the precise events that led up to the outage. This makes heading off future problems much easier. That's critical to us, and that's why we depend on up.time."