

# Extension of Internal IT Staff

SOC 2  
TYPE II  
CERTIFIED

## Introduction

UMassFive College Federal Credit Union is a credit union that operates as a non-profit financial co-operative headquartered in Hadley, Massachusetts. The credit union provides personal and business banking products and services to communities in Western Massachusetts and at the UMass Chan Medical School in Worcester.

## Challenge

Although UMassFive has its own internal IT team, they understood the importance of having additional support to address the growing demands of maintaining and optimizing their IT infrastructure. Some of the challenges they were looking to overcome include:

- **Specialization and Expertise:** While capable, their internal IT team, who provide quick, level one and two support, could benefit from external assistance to handle specialized and demanding IT support.
- **Need for 24/7 Support:** Continuous monitoring and support for high availability and rapid issue resolution for round-the-clock coverage.

## Our Approach

Sourcepass has extensive experience acting as an extension of internal IT teams. With its co-managed engagement model, Sourcepass can supplement an internal IT team with resources that have specialized technical skills and provide 24/7 support.

This approach ensures continuous monitoring, rapid issue resolution, and enhanced IT documentation and standardization, while driving cost savings and improving scalability and efficiency.

# Solution

Sourcepass provides value to UMassFive through a co-managed engagement model that allows Sourcepass to act as an extension of UMassFive's internal IT team, enhancing their IT capabilities and support. Here are some key benefits they receive from co-managed services:



**Co-Managed Engagement:** Sourcepass supplements UMassFive's internal IT resources, providing expertise and support where needed. This approach ensures that UMassFive can leverage Sourcepass' specialized technical skills and resources without fully outsourcing their IT operations.



**Value Addition:** The co-managed model has improved IT documentation, provided 24/7 support, and enhanced UMassFive's overall security posture. This approach has been crucial in addressing cybersecurity threats and ensuring rapid issue resolution.

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Sourcepass's co-managed services have seamlessly integrated with our internal IT team, providing the expertise and 24/7 support we need. We are happy with the level of service and the positive impact on our IT operations.

*- PJ Miller, Vice President of IT & Operations*

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## Conclusion

The partnership between UMassFive and Sourcepass is a successful one with IT services that enhance UMassFive's internal capabilities. By addressing critical challenges such as limited resources, skill gaps, and the need for continuous support, Sourcepass provides a secure, efficient, and scalable IT environment.



Sourcepass provides the technical expertise, strategic guidance, and impactful technology solutions to transform your company into a modern, secure, cloud-enabled business. Start your journey today by contacting us at 646.681.5528 or visit [www.sourcepass.com](http://www.sourcepass.com).