CUSTOMER PROFILE

R.C. Olmstead
5555 Wall Street
Dublin, Ohio 43017
www.rcolmstead.com

Industry
Data Processing for the Credit Union Industry

Clients
Serving credit unions with assets from $1 million-$200 million

Product
Passfaces Web Access

Key Benefits
-easy to implement
-flexible solution
-cost effective
-superior protection

Passfaces Advantages
-bidirectional
-anti phishing capabilities
-visible protection
-convenience for end users
-excellent customer support

Passfaces Features
-scalable
-administrator console
-easily customizable
-completely mobile

Passfaces Corporation
www.passfaces.com
1.800.682.0604 ext. 1

R.C. Olmstead Integrates Passfaces for Online Authentication for Use by Client Credit Unions

"Passfaces was so unique and we felt our client base would find it very much "cutting edge". We wanted something exciting; something different that had security second to none. It excited our folks internally and I knew it would excite our client base as well," said Tom Leib.

Premier Data Processing Vendor for Credit Unions
R.C. Olmstead provides a premier data processing system used in the credit union industry. Due to the flexibility of the system, their clients are able to serve the needs of current credit union members and to continue to expand their membership. Each year, new credit unions select R.C. Olmstead as their service provider.

R.C. Olmstead was founded in 1978 after developing its proprietary data processing system. As word spread about this new, technologically advanced system, credit unions decided to implement this innovative system. Today, R.C. Olmstead clients range in size from small credit unions situated in a corner of a factory, to large associations with multiple branches and thousands of users. They vary in asset size from $1 million to more than $200 million, serving teachers, police officers, fire fighters, steel and postal workers, auto manufacturers and entire communities.

R.C. Olmstead employs more than 50 people in corporate administration, product support, and computer programming positions. They are headquartered in Dublin, Ohio.

What kind of additional security was R.C. Olmstead looking for?
"We were looking for a multifactor authentication solution to satisfy the needs of the credit union customers we serve by assisting them in meeting the FFIEC guidelines," said Tom Leib, Product Manager, R.C. Olmstead. "We wanted to have different options for our customers to select from to ensure we could provide a solution that would meet all of their needs." R.C. Olmstead was cognizant of the major issues concerning strong authentication and the need to offer their clients best of breed to mitigate risk.

One of the criteria R.C. Olmstead determined it needed to offer was that the product would have the ability to work well in remote access applications. It needed to be sustainable as the requirements for individual authentication expand. In addition, the technology needed to be always available to gain access to a protected facility, network, or online account. The technology needed to offer a high level of security and ideally not be able to be copied or stolen. It needed to work across a range of applications that use various GUI interfaces, be cost effective, and be easy for end users to use.

The Selection Process
"Our process was simple. We gathered information on as many strong multifactor authentication providers that we could and began contacting them. We felt that no one was really eliminated until we had a good feel on their products, extended capabilities and how we could work with their team," said Tom Leib.

During the first round of elimination, most vendors didn't even know they were being evaluated.   We looked closely at the way our initial inquiry was handled. This was a mission critical decision for our company with definite time constraints. It directly affected the continuation of our home banking for well over half of our clients as the FFIEC mandate was scheduled to soon be enforced.   We had to find a responsive company willing to work with us and treat our clients in the manner we like to see them treated. Lennie Myers, VP of Sales, Passfaces responded rapidly and openly, and was willing to meet our requests when we made them, and offer assistance in every way.

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Key Business Objectives

-Provide the most dependable data processing capabilities

-Create intuitive, flexible technology

-Commitment to service above all else

-Develop easy to use technology

-Provide capabilities that enable client Credit Unions to expand their membership

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Once we determined who the potential providers may be, we needed a high level overview for our sales, hardware team and most importantly, the technical/development team. We were looking for "reasons to reject" as well as reasons to proceed. Since time was critical, our development team had to be comfortable in knowing that they would be able to deliver the solutions rapidly, once selected. Additionally, sales had to be comfortable that the products would be accepted by our customers. The team sat down and eliminated those solutions that did not appear to be a good fit.   At this point, an in-depth technical presentation was required and the Passfaces team provided the technical information that gave the technical/development team the assurance that the integration would be successful.

Beyond the technology, what was it about Passfaces that made you select them?
Passfaces was so unique and we felt our client base would find it very much "cutting edge". We wanted something exciting; something different that had security second to none. It excited our folks and we knew it would excite our client base," said Tom Leib. Rarely is any decision ever made strictly from the technical side. Since our client base is so diverse, we decided two solutions would be the best so our clients would have a choice and not be given a mandate on how to solve the requirements of the FFIEC. Passfaces allowed active participation from client's members over the passive methods of authentication. "We ran it past several of our clients to get their feedback. Clients' opinions are very important to R.C. Olmstead and the evaluations from the clients on the Passfaces product were excellent," added Leib.

Pricing Considerations
Like any business situation, pricing is crucial. Passfaces Corporation worked with us before, during and even after the contract was signed to ensure that our clients would receive the best possible pricing. Our clients were allowed to make their decisions on the product that best fit their needs and those of their members. They did not have to make cost an issue in their decision making process.

Support, Integration and Beyond
The integration of Passfaces required no additional hardware and was just a matter of integrating the Passfaces software into the R.C. Olmstead proprietary software. The Passfaces team worked very closely with the technical group and got the job done in a very timely manner. "Actually, the project was completed ahead of schedule and was released to our clients in a time frame that gave them ample time for testing and consideration before the mandate date arrived," said Patty Hakes, R.C. Olmstead's Manager of Customer Support.

The initial interest and reaction was very positive. There were some user adoption issues as the user behavior required change, but they got worked out in a timely manner. Everyone expected some push back but they felt they required the security that the product offered. "Once the members realized the importance and the need for such security, things went smoothly. Change is tough and when you ask someone to begin to participate in the process verses a previously passive role, there are bound to be issues," said Hakes.

End Results
As we rolled out the software we were prepared and knew what to expect. The training that was provided to our sales staff was very good. Passfaces also provided written materials to assist our clients with rollout and it was customized and used as needed. "Lennie Myers, Steven Morck and the entire Passfaces team did everything we asked to provide assistance to both our team and our clients," said Leib. "The support they offered was superior."

"I think our customers are very happy with their decision to use Passfaces.   They really appreciate the level of security they chose for their members by implementing Passfaces. The security they have offered their members shows them each time they log in to their on-line accounts that someone somewhere is watching the security of their vital information," Leib concluded.