



**rackspace**  
technology

**ONICA**  
a rackspace technology company

Customer Case Study – Financial

# Coast Capital Savings expands its membership nationally

Onica, a Rackspace Technology Company, helped build its cloud capabilities rapidly and avoid common pitfalls, so it could vastly improve time-to-market for new customer-facing digital systems and services.

## Our customer

Coast Capital Savings, based in Surrey, B.C., is Canada's largest credit union by membership, with 52 branches serving 572,000+ members. Launched in 2018, the organization plans to expand its member base.

## The obstacles they faced

The new credit union lacked the technology or expertise to leverage AWS cloud and achieve its business goal of adding new services and products to attract new members nationally.

## How we helped

AWS Cloud Infrastructure; Cloud Native Application Development, IoT.

## What we achieved together

Working with Onica, Coast Capital Savings gained the full AWS cloud advantage in a phased deployment bringing workloads to the cloud as needed. The organization now innovates rapidly, while saving time and money.





*“By developing a deep partnership with Onica and AWS, we are able to innovate faster and saving time and money, while avoiding costly mistakes.”*

**Joe Wong**  
VP of Enterprise  
Technology Solutions,  
Coast Capital Savings

## Securing the right foundation for cloud enablement on AWS

In November 2018, Coast Capital Savings was approved by financial regulators to become a federal credit union. To expand its membership base nationally, the executive team recognized that technology would need to play a key role. The organization needed speed, agility and flexibility to attract new members via new products and services. It wanted to leverage the cloud to achieve this goal, but needed an experienced partner.

As a financial institution, some of the organization’s infrastructure would have to remain on-premises due to application constraints. So, considerations would need to be made for supporting a hybrid cloud infrastructure. Coast Capital Savings knew it would need to engage a partner to augment its team’s knowledge, build its cloud capabilities in the necessary timeframe and help the credit union avoid pitfalls.

Coast Capital Savings began by reviewing “the big three” cloud providers: AWS, Microsoft® Azure® and Google Cloud Platform™. AWS tipped the scale based on its partnership, innovation and consulting partner program.

“We saw AWS as a market leader, not only in terms of market share and capabilities, but also innovation,” said Jason Hikida, Director of Infrastructure & IT Operations. “We strongly believe we need to be up-to-speed on the latest technology, and saw investment and innovation coming out of AWS.”

The organization also looked for an AWS partner relationship, instead of just a vendor relationship. It wanted to work with someone who could share in its success, rather than just delivering a solution. After consulting with AWS, Coast Capital Savings chose Onica, an AWS Partner Network (APN) Premier Consulting Partner.

## Creating a hybrid environment to promote “cloud first”

Aside from the need to keep portions of the infrastructure on-premises, another challenge facing Coast Capital Savings was educating its employees about the cloud. The technology team was eager to embrace the cloud, but found they needed to first clear up misconceptions around cloud security, in particular, when it came to data and compliance.

The Onica team worked closely with the Coast Capital Savings team to help educate key stakeholders, including completing an extensive knowledge transfer and training program to promote cloud enablement. A Coast Capital Savings cloud “SWAT” team was created with members from multiple disciplines and backgrounds, including infrastructure, network, security, enterprise architecture and application development, to work with the Onica team throughout the engagement.

To ensure that the team could establish a strong cloud foundation while also meeting important, high-priority deadlines, the project was implemented in phases that brought workloads to the cloud as needed.

The first phase involved bringing its Enterprise Service Bus (ESB) solution to the cloud. This required AWS tenancy coupled with a multi-virtual private cloud environment structured to meet Coast Capital Savings’ workload needs. Also included in the deployment was an integrated user access control and network security setup, along with infrastructure provisioning using AWS CloudFormation and Ansible scripts to set up base resources. The ESB solution served as an integrated platform used as a messaging layer between applications and other services in the infrastructure, as well as a foundation point for continuing web projects, such as a five-minute digital membership opening.

## Leveraging newfound agility in AWS

Thanks to a cloud-native mindset, the remaining infrastructure components were successfully brought online, with 90% of net-new systems being cloud based. This has enabled the credit union team to work quickly without worrying about overbuying or over provisioning, or a lack of capacity.



Through automation, the organization is now able to fire up new environments easily and retain capacity without relying on vendors for equipment or worrying about systems overloading. The new IT platform's agility has also allowed Coast Capital Savings to vastly improve its time-to-market for new digital systems and services.

Coast Capital Savings has seen these innovation efforts as a means of providing digital services to customers that were difficult to offer under its old model. "Our move to the cloud enables us to offer more value and functionality to our members," said Joe Wong, VP of Enterprise Technology Solutions at Coast Capital Savings. "The ability to make long-term technology investments, move more aggressively in the marketplace, and partner with FinTech companies has really allowed us to bring more innovative services to our members faster and drive deeper member engagement."

The move to a cloud-native DevOps model driven by automation and agility has not only allowed Coast Capital Savings to take full advantage of the cloud, but has also created an organizational change that drives stronger operational outcomes at a lower cost. "By developing a deep partnership with Onica and AWS, we are able to innovate faster, saving time and money, while avoiding costly mistakes," said Wong.

## About Rackspace Technology

Rackspace Technology is the multicloud solutions expert. We combine our expertise with the world's leading technologies — across applications, data and security — to deliver end-to-end solutions. We have a proven record of advising customers based on their business challenges, designing solutions that scale, building and managing those solutions, and optimizing returns into the future.

As a global, multicloud technology services pioneer, we deliver innovative capabilities of the cloud to help customers build new revenue streams, increase efficiency and create incredible experiences. Named a best place to work, year after year according to Fortune, Forbes and Glassdoor, we attract and develop world-class talent to deliver the best expertise to our customers. Everything we do is wrapped in our obsession with our customers' success — our Fanatical Experience™ — so they can work faster, smarter and stay ahead of what's next.

Learn more at [www.rackspace.com](http://www.rackspace.com) or call **1-800-961-2888**.

This case study is for your informational purposes only. RACKSPACE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS CASE STUDY. All customer examples and the information and results illustrated here are based upon the customer's experiences with the referenced Rackspace services and are not necessarily indicative of the future performance of Rackspace services. Rackspace detailed services descriptions and legal commitments are stated in its services agreements. Rackspace services' features and benefits depend on system configuration and may require enabled hardware, software or additional service activation. Actual cost of specific hosted environment and performance characteristics will vary depending on individual customer configurations and use case.

Copyright © 2020 Rackspace - Rackspace®, Fanatical Support™, Fanatical Experience™ and other Rackspace marks are either registered service marks or service marks of Rackspace US, Inc. in the United States and other countries. All other trademarks, service marks, images, products and brands remain the sole property of their respective holders and do not imply endorsement or sponsorship.

July 16, 2020 / Rackspace-Case-Study-Coast-Capital-Savings-TSK-2004 rgb