

# TELADATA

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*Expert and Unbiased IT Infrastructure Consulting*

## **OPERATING ENGINEERS # 3 FEDERAL CREDIT UNION CORPORATE HEADQUARTERS RELOCATION**

*Livermore, CA*

### **PROJECT DESCRIPTION**

IT Infrastructure Consulting & Project Management

Data Center Reliability Studies

Data Center & IT Relocation Management

Voice Communications Consulting & Project Management

VoIP Consulting & Project Management



Picture courtesy of RHL Architect

### **OVERVIEW**

The Operating Engineers Federal Credit Union (OEFCU) was moving its corporate headquarters from Dublin to Livermore. The new location included an extensive data center that would support not only their headquarters, but also twenty branch offices and ATM machines throughout the western United States.

### **THE CHALLENGE**

OEFCU realized that a project of this complexity required additional resources. **TELADATA** was called upon to provide its leadership, expertise, and additional IT support. Coordination with all of the project stakeholders—the architect, general contractor, mechanical contractor, telecommunication service providers, electrical contractor, and furniture vendors—was critical to ensure the smooth transition of their IT infrastructure to the new facility. OEFCU was also re-evaluating its phone system. The organization needed to make an intelligent, informed decision about whether to keep and upgrade the existing PBX system or purchase a brand new system, which could mean a VoIP solution. Another significant factor in this decision was that OEFCU planned to install a new customer call center and needed a cost-effective strategy for the implementation.

### **THE SOLUTION**

**TELADATA** determined that future business initiatives could benefit from VoIP (Voice over Internet Protocol) technology. OEFCU's existing phone systems was upgraded and a new call center was added. The new call center improved customer services while saving money on labor costs. **TELADATA's** extensive involvement in coordinating and collaborating with multiple vendors, engineers, and contractors along with detailed design and construction drawings, enabled OEFCU to make a seamless transition on time and on budget. The new offices were up and running according to plan with a fully functional data center and a more economical and efficient voice communication solution that OEFCU can rely on and point to with pride.

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## **TELADATA**

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