



About Customer

Founded in 1991, Prodigy is a core Credit Union Service Organization (CUSO). More than 40 credit unions across America rely on its SaaS platform to manage their accounts and deliver reliable 24/7 banking services to their customers.

www.cuprodigy.com

Geo

North America

Industry

Financial Services

Solution Area

Accelerate Core Applications
Modernize Data Protection
Enable Multi-cloud

Pure Storage®

Products in Use

FlashArray//C™

FlashArray//X™

FlashStack®

Evergreen//One™

Evergreen//Forever™

Pure1®

About Veeam and Pure

Integrated solutions from Veeam® and Pure Storage help customers meet the needs of today's application and data-driven world by delivering on-premises, cloudlike capabilities with superior data protection and business continuity.

www.veeam.com

Prodigy Empowers Credit Unions to Deliver 24/7 Banking

Prodigy's software is the core nervous system for over 40 credit unions, helping them to deliver rapid, reliable, and secure banking services to more than 380,000 customers. Those customers expect a seamless experience and will not hesitate to switch banking providers if they are disappointed.

To meet these expectations, Prodigy replaced legacy disk storage with Pure Storage FlashArray//X. It also boosted data protection with Pure Storage FlashArray//C, deployed via the Pure Storage Evergreen//One subscription model for scalability and cost-savings. With this solid storage backbone, Prodigy customers deliver anytime, anywhere banking to their members.

"It used to take up to eight months for our team to procure new hardware, which made it impossible to scale quickly. With Pure Storage Evergreen//One, I just complete a sales order and get the capacity I need right away."

JOSH SIDDOWAY,
DIRECTOR OF IT, PRODIGY

Impact on Prodigy



Helps credit unions deliver 24/7 services to 380,000 banking customers



Boosts data protection and speeds recovery amid rising threats



Cost-effective subscription storage allows flexible scalability

Challenges



Disk storage caused latency and failed to meet Prodigy's throughput needs



Disruptive hardware upgrades caused unacceptable downtime for customers



Data protection was limited, and recovery took too long

Results



Reduced data center footprint by 50% while boosting storage capacity



24/7 service continuity with high availability and non-disruptive upgrades



Improves data restore times from 30 hours to just 15 minutes

A High-Performance Core Platform that Never Sleeps

A fintech pioneer, Prodigy has built a reputation among credit unions for its powerful and user-friendly cloud platform. Performance and reliability are paramount for its customers, who must deliver uninterrupted services without exception and stake their own reputations on Prodigy's software.

"Imagine the aggravation of visiting your bank to withdraw cash and finding out its ATMs are down. Our banking partners feel the same when our core services don't work," says Director of IT Josh Siddoway. "On top of the frustration, they can't serve their customers, which can cause major reputational damage."

Sleeping Easy with Integrated Infrastructure

To deliver 24/7 business continuity for every customer, Prodigy needed fast, flexible storage that could easily scale in line with growing data workloads. The company initially deployed FlashArray//X in a FlashStack architecture from Pure Storage and Cisco to support its MySQL and VMWare environment, which includes nearly 550 virtual machines in two vCenter deployments. This enabled Prodigy to boost its storage performance and capacity while reducing latency and cutting its datacenter footprint from 8U to 3U.

With a Pure Storage Evergreen//Forever subscription, Prodigy can upgrade the FlashArray//X systems non-disruptively with data in place. This seamless process provides Prodigy with the latest software and controllers without the risk of interrupting its core services or paying for expensive forklift refreshes.

"I can't tell you how many nights I've spent lying awake praying our systems would be online after an upgrade, and how many days I've spent cleaning up the mess when they weren't," says Siddoway. "With Pure, I sleep easy knowing I never have to worry about that."

Availability and Resiliency Made Simple

Prodigy further strengthened the resiliency of its platform by adding FlashArray//C in an Evergreen//One subscription model along with Veeam for data backup and data immutability. Now, Prodigy can restore an entire virtual machine in just 15 minutes, a process that previously took up to 30 hours, improving its speed to recovery and giving its customers peace of mind in the face of a mounting threat.

As prime targets for hackers, financial firms rely on Prodigy to protect their data against loss in the event of a ransomware attack. Immutable SafeMode™ Snapshots mitigate the risk of data loss from ransomware by removing any unauthorized access to backups.

By deploying via the Pure Storage Evergreen//One subscription model, Prodigy avoided up-front hardware costs while ensuring it could easily scale in-line with growing capacity requirements.



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"In the past, the process of procuring hardware could take up to 8 months, which made it impossible to scale quickly. With Pure Storage Evergreen//One, I just complete a sales order and get the capacity I need right away," says Siddoway.

Setting the Stage for Success

From management visibility and proactive capacity planning via the Pure1 platform to the ability to grow capacity overnight without running into budget issues, Prodigy's relationship with Pure is integral to its success.

"We need to grow, we need to be agile, we need to keep innovating, and most of all we need to be there for our customers day and night," says Siddoway. "Pure Storage Evergreen subscriptions, FlashArray, and FlashStack are integral to that mission, combining the flexibility of the cloud with the performance and security of an all-flash data center."

purestorage.com

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