

**CASE STUDY**

## Responsive IT Support Protects Member Access

Reliable systems keep financial services available without interruption.



**CLIENT:** Thunderbolt Area Credit Union



**THUNDERBOLT AREA**  
FEDERAL CREDIT UNION

**INDUSTRY:** Financial services

**LOCATION:** Millville, New Jersey

**SERVICES:** Member banking, financial accounts, lending services

### Executive Summary

**Thunderbolt Area Credit Union** depends on fast and dependable technology to serve its members. When systems go down, even short delays can block access to funds and daily financial activity. The credit union needed an IT partner that could respond immediately and understand both the technology and the business.

### Challenges

- Required immediate response during IT system outages
- Needed support to ensure access to financial platforms for more 3,500+ members
- Could not tolerate extended downtime during business hours
- Needed IT support that understood financial operations

### PCS' Approach

PCS focused on speed, familiarity, and direct access to knowledgeable support staff.

### Key Actions

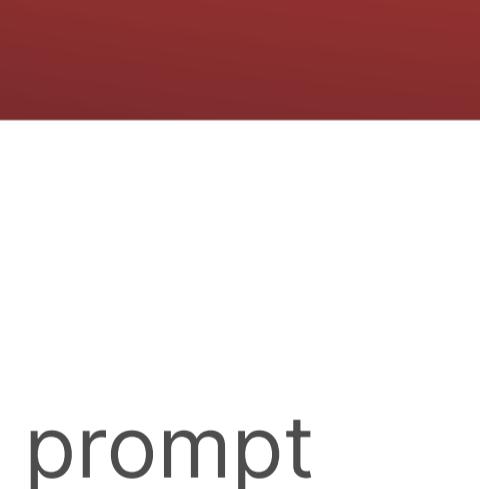
- Provided immediate access to live PCS support contacts
- Responded quickly during system interruptions
- Maintained deep knowledge of the credit union's systems and workflows
- Delivered consistent support aligned with financial service needs

### Solutions

- Prompt IT response during critical system issues
- Support staff familiar with both technology and the client's business
- A reliable outsourced IT relationship built on trust and responsiveness

### THE RESULT

By partnering with us, Thunderbolt Area Credit Union has:



"We are a financial service organization and in that, we need prompt service response. We cannot wait for a couple of hours when the system is down. We process the finances of more than 3,500 members. It is impossible to tell them we are down for a couple of hours waiting for service and they will have to wait to access their money. Without question, my initial trial of PCS for Thunderbolt exceeded even my expectations. If we have any issues, I can contact a person(s) at PCS immediately, who knows not only how to make repairs but also knows our business. Am I satisfied?? NO!! We are ecstatic we chose PCS. This is their business to lose. I look no farther."

— Thunderbolt Area Credit Union

### Need IT support that responds immediately and understands financial operations?

**PCS** supports financial organizations that rely on fast response and real accountability.

