



## Customer Profile

The third-oldest credit union in Oregon, Point West is a not-for-profit, member-owned financial institution. It's 80-year history of People Helping People is born from a long heritage within its credit union community.

*“ We may be small, but we have the same expectations as credit unions 10x, 100x our size, all the way up to large national banks. We have to meet those same regulatory requirements. ”*

Steve Pagenstecher  
VP of Member Experience  
Point West Credit Union



## Point West Credit Union Uses the Smarsh Web Archive for Compliance Peace of Mind

### Challenge

Point West is a federally insured organization and is regulated by the National Credit Union Administration (NCUA) and the Federal Financial Institutions Examination Council (FFIEC). The non-profit needed a solution to reproduce any given page from its corporate website on any given day over a three-year period, as mandated by these regulatory bodies.

### Solution

While historically relying on manual spreadsheets to track website changes, which was inefficient and often inaccurate, Point West found that Smarsh offered a better solution through its Web Archive.

“The work we would have to go through in a case where someone asked us to produce something that we couldn't produce would be astronomical,” said Steve Pagenstecher, VP of Member Experience at Point West. “Knowing that the data is there with Smarsh, and we don't have to worry about it is just priceless.”

### Outcome

Point West now saves time and enjoys peace of mind knowing they can respond to any requests from governing bodies in a timely, efficient manner. “Knowing we are in compliance, and it's not requiring me to do anything on a daily basis – but when I need it, it's there. That's what we really, truly need, and where Smarsh delivers,” said Pagenstecher.



Smarsh® is the recognized global leader in electronic communications archiving solutions for regulated organizations. The Smarsh Connected Suite provides innovative capture, archiving, e-discovery, and supervision solutions across the industry's widest breadth of communication channels.

Scalable for organizations of all sizes, the Smarsh platform provides customers with compliance built on confidence. It enables them to strategically future-proof as new communication channels are adopted, and to realize more insight and value from the data in their archive. Customers strengthen their compliance and e-discovery initiatives, and benefit from the productive use of email, social media, mobile/text messaging, instant messaging and collaboration, web, and voice channels.

Smarsh serves a global client base that spans the top banks in North America and Europe, along with leading brokerage firms, insurers, and registered investment advisors. Smarsh also enables federal and state government agencies to meet their public records and e-discovery requirements. For more information, visit [www.smarsh.com](http://www.smarsh.com).