



Linn Area Credit Union Partners with ImOn Communications to Connect Employees and Serve Members

Linn Area Credit Union has been providing financial services to Eastern Iowa residents and businesses for over 80 years. With just over 100 employees, the credit union serves not just Linn County, but a large surrounding area that basically covers the eastern third of the state. Their mission is to be partners in a successful future with their members and employees by providing caring financial services and

community support. And according to Rich Head, Vice President of Information Technology for the credit union, a reliable communications network is a vital element of successfully delivering on that mission.

“Communication is a big part of serving members, either by phone or through mobile banking. Having a reliable communications network for voice and Internet is so important,” said Mr. Head. And in the current interest rate environment, tight margins make it necessary for the credit union to get the best value they can for their investment in communications technology.

ImOn Communications delivers reliable network, great value

When Rich joined the credit union in 2011, T1 lines connected their various branch locations. There were some significant challenges with both their voice and data communications and severe limitations in what they could do. Rich had worked with ImOn Communications at his previous company, and he knew what they could provide: a better value and a better connection between the credit union’s locations and with their members.

And ImOn has delivered. Since late 2011, ImOn has delivered consistent and reliable connectivity through Ethernet Internet service at the main location and e-lan multiple point data transport between all the locations. In Spring of 2018, the credit union added SIP phone service and even has ImOn cable service to provide entertainment for members while they wait. Because the Internet service is delivered through fiber directly to the main location, the credit union experiences minimal service disruptions. “We’ve had a few issues but nothing unexpected,” says Mr. Head. “Everyone has issues, but with ImOn they don’t last long and are resolved quickly.”

A trusted partner

Rich appreciates the value ImOn delivers, the open and honest communication he has with his team at ImOn, and their willingness to go above and beyond to always try to help. When the credit union has a communications challenge, Rich turns to ImOn. “Having a trusted partner who is willing to listen to you and adjust where they can for you is important, and ImOn does that. They listen and figure out how they can provide us the options we need to effectively serve our members.”

