



## CUSTOMER STORY

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



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## 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."

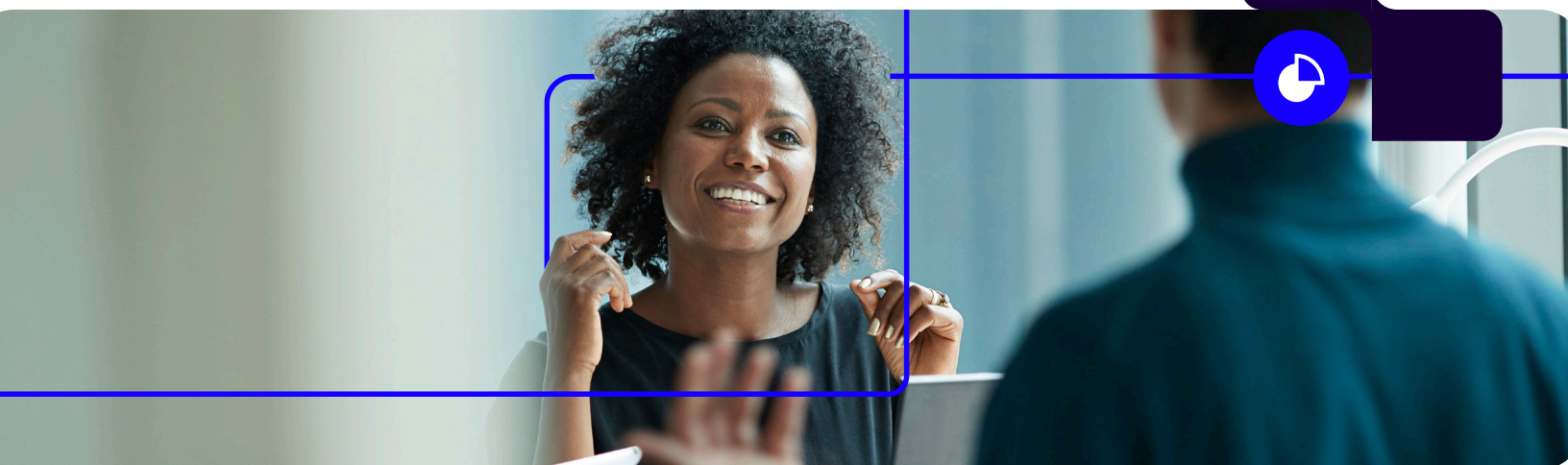
### Customer Profile:

The third-oldest credit union in Oregon, Point West is a not-for-profit, member-owned financial institution. Its 80-year history of 'People Helping People' is rooted in 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 requirements."*

### Steve Pagenstecher

VP of Member Experience  
Point West Credit Union



## 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.”*

**Steve Pagenstecher**

VP of Member Experience  
Point West Credit Union



Smarsh® enables companies to transform oversight into foresight by surfacing business-critical signals from the most in-demand communications channels. Regulated organizations of all sizes rely upon the Smarsh portfolio of cloud-native digital communications capture, retention and oversight solutions to help them identify regulatory and reputational risks within their communications data before those risks become fines or headlines.

Smarsh serves a global client base spanning the top banks in North America, Europe and Asia, along with leading brokerage firms, insurers, and registered investment advisors and U.S. state and local government agencies. To discover more about the future of communications capture, archiving and oversight, visit [www.smarsh.com](https://www.smarsh.com).

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