



# Members Credit Union



Members Credit Union is a member-owned, not-for-profit financial cooperative providing more than 480 companies with financial services for their employees with administrative offices in Winston-Salem, NC, and 15 branches throughout North Carolina. They offer a full portfolio of financial service products while charging fewer and lower fees than the larger for-profit banks. As a service-oriented not-for-profit, Members Credit Union's goal is to serve members, not wealthy shareholders, because they believe members are more valuable than profit.



Segra's customer service focus is the best of any provider I've worked with, plus they have the tech expertise and fiber footprint to meet our needs.

- Matt Baldwin, IT Director at Members Credit Union

When Members Credit Union first connected with Segra they were having connectivity issues with their current provider in addition to a lack of response for their needs. These challenges made it difficult for Members Credit Union to implement projects or make changes to their infrastructure, ultimately slowing their roll out of new services, among other business initiatives. They were looking for a provider that could give them reliable connectivity and consistent customer service and support. Segra was a good fit for Members Credit Union because of the more locally focused aspect of the company, combined with their strong technical capabilities and expanding fiber footprint.

Segra was able to provide Members Credit Union with DIA to service all their locations and voice solutions.

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We've had fewer service interruptions, tech support has been much more responsive than any other provider. When implementing new services, we get put in touch directly with the engineering team that built the service to get the kinks worked out. We don't have to work our way up the support team chain from Tier1, to Tier2, etc.

- **Matt Baldwin**, IT Director at Members Credit Union

With Segra as a provider Members Credit Union has been able to be more flexible in their business decision and can implement new services faster. Segra's focus on customer service was a very real value that differentiated them from other providers.

At Segra we know that without our customers, our company goes away. We make every conversation count and go the extra miles to make every customer experience memorable.