



Plan. Prepare. Protect.

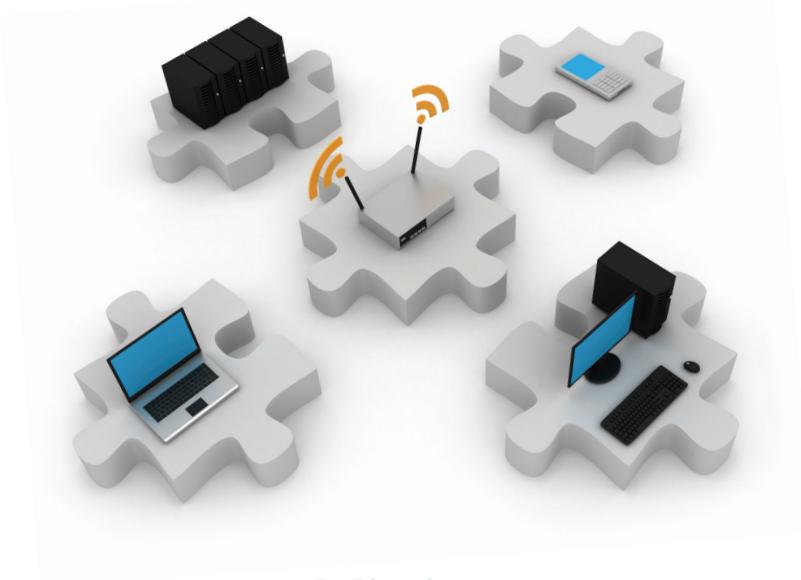


Business Continuity & Technology Solutions

ANNUAL REPORT 2010

5
YEARS

CELEBRATING



Mission

To find unique ways to solve business continuity and technology problems for credit unions while increasing efficiency, productivity and enhancing member service.

- Create a complete business continuity program that has value for the entire organization
- Develop a sustainable, actionable testing method
- Design a plan that is accessible
- Leverage the latest technology to enhance efficiency

Ongoing Operations is there when your members need you most!



Plan. Prepare. Protect.

Ongoing Operations is the leading provider of Business Continuity and Disaster Recovery Solutions to over 130 credit unions nationwide. We have developed strong relationships with industry partners and protect one-fifth of all industry assets and millions of members.

Beyond just backing up credit unions' key systems, Ongoing Operations takes a holistic approach to business continuity to ensure that all of your systems and member communication channels stay up and running – no matter what.

Only Ongoing Operations offers the advanced technical expertise and guidance credit unions need, along with a deep understanding of the credit union industry. We are your credit union's partner in the development of complete business continuity solutions and technology strategies and we will stand with you 100% to ensure actual recovery.

Unlike other vendors that push a "one size fits all" solution, Ongoing Operations takes the time to understand each client's needs and recommends the appropriate solutions to address their unique business challenges.

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Kirk Drake President/CEO

Celebrating Five Years of Fast-Paced Growth and New Credit Union Solutions

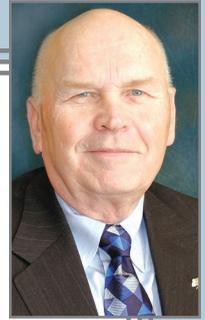
Ongoing Operations was formed five years ago by a small group of credit unions in the Washington, DC metropolitan area. Together, we've come a long way in building more complete business continuity programs and utilizing new technologies to help credit unions become more efficient. In its first five years, the CUSO has grown from serving a handful of local clients to over 130 credit unions nationwide. We now protect about one-fifth of industry assets in one form or another and have developed strong relationships with many industry partners. Ongoing Operations has supported approximately 35 disaster declarations to date and assisted our clients with over 250 tests.

As disaster recovery & business continuity have evolved, so have our solutions. Over the years, we have developed a complete range of solutions including: a hands-on professional services team to conduct the initial business impact analysis (BIA) and ongoing plan development, the web-based CU Recover platform, the latest in offsite data backup & recovery solutions, connectivity to critical third parties, data center space, and dedicated workspace.

Now that more technology is shifting toward cloud-based solutions, Ongoing Operations has expanded its product line to include a brand new suite of services built specifically for credit unions' unique requirements. The Ongoing Operations' Cloudworks solutions feature built-in backup and fully redundant infrastructure. They also allow credit unions to reduce their total cost of ownership (TCO) by leveraging the CUSO's world-class data centers for their combined backup and production needs.

As we celebrate our fifth anniversary, Ongoing Operations would like to take a moment to thank our original founding credit unions. Their contributions and dedication are now benefiting a large part of the credit union community. We'd also like to thank all of our clients for their continued relationship with us. We look forward to working together over the next five years and beyond!

Juri Valdov Chairman



Ongoing Operations Continues to Advance the Industry with Better, Faster, and More Comprehensive Solutions

During the past several years of economic uncertainty, credit unions of all sizes have been searching for ways to trim expenses and increase efficiencies. Now that the dust has begun to settle and credit unions have had a chance to return their focus to the opportunities before us in 2011, we also must realize that there is no going back — all we can do is move forward. “Business as usual” means something very different today than it did 5, 10, or even just 2 years ago. Technology is evolving more rapidly than ever before, and our members expect credit unions to keep pace.

Credit unions everywhere want to continue to provide the best possible products and services to our members. In today’s world, what do our members want most? The answer is constant access, using everything from mobile banking to remote deposit capture, to their financial institution and all of their accounts — access that must be both reliable and convenient. To provide this access, credit unions need a complete business continuity plan — but that’s just the beginning. As credit unions move forward and continue to launch the “next big thing,” it’s imperative that we find more and better ways to use our industry’s unique competitive advantage: collaboration. Collaboration allows us to exponentially expand the benefits of new products and services for credit unions everywhere.

Credit Union Service Organizations (CUSOs) like Ongoing Operations (OGO) were created specifically to leverage our collaborative edge: to help propel the industry forward by developing better, faster, and more comprehensive solutions from which all credit unions can benefit. From crisis management solutions to everyday technology needs, OGO’s professional resources are here to assist your credit union.

As we usher in a new era and continue to expand our suite of solutions, I encourage you to take full advantage of the CUSO’s resources. I’m proud to have played a key role as one of OGO’s founders and to have participated in OGO’s development and growth over these last 5 years — and I’m confident that the future is bright, not only for OGO, but also for CUSOs and the vital part they play in supporting credit unions.

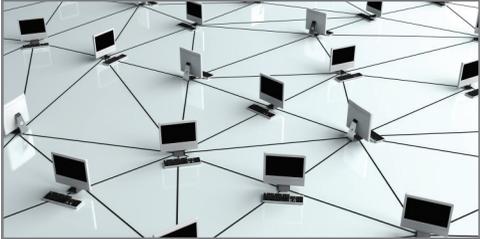
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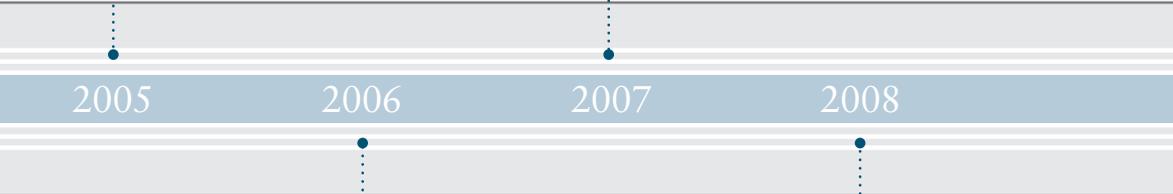
Celebrating 5 Years of Success!



The Ongoing Operations CUSO was formed.



Grew to serve 60 clients, expanding from a regional services provider to a CUSO with a national presence.



Full operations began in Hagerstown, Maryland with the launch of the Ongoing Operations Headquarters Building and Disaster Recovery Center.



Opened our third strategically located data center to help serve more credit unions across the country.

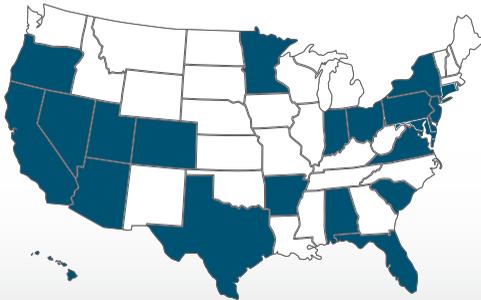


Launched new cloud-based solutions suite to help credit unions reduce capital expenditures and increase efficiency.

2009

2010

Grew to Serve 125 Clients in 23 States.



Acquired Teneros, an email replication solution relied on by a number of our credit union clients.

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Value of Ongoing Operations

As credit unions and other businesses expand to offer more complex products, the value of a robust business continuity program increases dramatically.

Business Continuity programs are not just about restoring IT infrastructure anymore. Credit union members and business clients demand constant access to their accounts and information. Using online banking and bill pay, performing credit or debit card transactions, and initiating account to account transfers have become everyday tasks for many active credit union members. This expectation of anytime access makes any outage a dramatic

experience for both the members and the credit union's employees.

Ongoing Operations is an organization that takes the time to understand each of its clients' unique needs. We were created by credit unions and have a deep understanding of the industry. This helps us design complete business continuity programs that really work for credit unions – or virtually any other business.

A Partnership with Ongoing Operations will help you:

- Develop a complete Business Continuity Program that you can count on
- Create a process that is accessible and simple to follow – for everyone in your organization
- Design a regular testing program that is sustainable and identifies specific ways to improve the plan
- Take advantage of the latest cloud-based technology to enhance efficiency



There were several key attributes that made Ongoing Operations stand apart from other providers: the breadth of their offerings, their deep understanding and commitment to the credit union industry, and their top-notch technical expertise."

Lori Gall, SVP Administration of Mid-Atlantic Corporate Federal Credit Union

Case Study

South Western FCU Virtualizes Servers & Increases Efficiency with OGO Replicator

Originally founded in 1937 to serve local Sears catalogue employees, South Western Federal Credit Union has expanded through mergers and SEGs to serve seven communities in the local area including Whittier, Pico Rivera, Santa Fe Springs, Los Nietos, La Habra Heights and portions of La Mirada, California. The credit union now has approximately 14,500 members and over \$146 million in assets, but its overall mission to be members "Path to Financial Success" hasn't changed.

As a result, South Western has searched for ways to become more efficient over the years and ensure that their services can remain available to members under any circumstance. South Western began using Ongoing Operations to help with business continuity plan development on a consulting basis several years ago. As time went on, the relationship expanded to include other efficiency boosting products such as the web-based CU Recover platform, connectivity solutions and the OGO Replicator.

The Challenge: South Western was looking for a way to enhance their disaster recovery efficiency and planning to virtualize many of their servers. The solutions they had been evaluating to replicate data offsite often included hefty licensing fees and involved the credit union locating and managing its own co-location facility, including the back-up connections they would need in the event of a disaster.

The Solution: The OGO Replicator solution was simple for the credit union to use and helped them ensure they had up to date data before they transitioned servers from physical to virtual. "We were able to backup everything on the servers, shut them down and then restore to a virtual server with completely up to date data," said James LaBorde, Computer Analyst. "Not only did this help us manage our virtualization project more efficiently, but it was also a great test of the DR solution. We're much more confident now that we will be able to restore servers in an actual disaster."

Other major benefits of using Ongoing Operations were that South Western could expand the relationship over time, take advantage of pre-built connections, and benefit from the redundancy of multiple OGO locations. "We didn't have to implement all of the solutions at once," remarked Miriam Neal, VP Information Systems. "And OGO's connectivity to the third party vendors we already use for ATMs, Debit & Credit Card processing, etc. was another deciding factor to expand our relationship. We were able to get so much more built-in to our overall solution because they are focused on serving credit unions." All of South Western's back-up VPN connections are now managed by Ongoing Operations, a significant improvement that is more cost-effective than the credit union's previous solution.

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Executive Team

Kirk Drake

President/CEO

As founder and CEO of Ongoing Operations, LLC, Kirk is a well-known and respected industry leader. In just a few short years, he has taken the CUSO from a “start-up” organization to one of the top twenty CUSOs in the country. Kirk has over 15 years of experience designing and implementing advanced IT Systems and Disaster Recovery Solutions. He served as Chief Technology Officer for NIH Federal Credit Union, a \$400 million financial institution, prior to founding Ongoing Operations. During his time at NIH, Kirk spearheaded critical system conversions and led many projects to strategically advance the credit union, allowing it to better serve its members. Kirk is also an expert in designing collaborative solutions and developing innovative technology platforms. During Kirk’s tenure at Ongoing Operations, the CUSO has consistently grown faster than 70% annually and has successfully recovered numerous clients in actual disaster situations.

Hugh Smallwood

Chief Technology Officer

Hugh has been managing fast-paced IT departments for over a decade to ensure

that high quality work is accomplished in a timely, and often innovative, manner. Hugh served as Director of Information Technology for 180s, a Baltimore-based sports accessory company, and owned his own technology consulting business prior to joining Ongoing Operations. Early in his professional career, Hugh worked with a rapidly growing company, Millioneyes, LLC, to manage their growth to 100,000 users and a staff of 60. Hugh holds a Computer Science degree from the University of Maryland and also has experience as a software developer.

Gus Kearney

Chief Financial Officer

Gus has a strong financial background serving as the Director of Finance/CFO for several companies in various industries, including health care & pharmaceuticals. Gus brings eight years of experience from America Online, where his responsibilities included acting as the financial lead for international partnership expansions valued at over \$300M. As AOL’s Director of International Finance, Gus conducted deep financial analysis including proforma profit & loss statements utilizing consumer behavior and advertising trends to accurately forecast the financial impact of key expansions. In addition to his business

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experience, Gus is a Chartered Financial Analyst (CFA) and holds a Bachelor of Science degree in Analytical Finance and Accounting from Wake Forest University.

Kyle Stutzman

Director of Level 3 Support,
Implementations and Testing

Kyle brings both technical depth and firsthand credit union experience to the Ongoing Operations management team. Prior to joining Ongoing Operations, Kyle served as Vice President Technology Systems for DuPont Community Credit Union (DCCU). During his seven years with DCCU, his responsibilities grew from overseeing daily technical systems to leading all strategic technology initiatives and managing two service and support departments. In addition to his credit union experience, Mr. Stutzman actively participated in the Shenandoah Valley Technology Council Association and has been very involved in community youth

programs. He holds an Executive MBA from Colorado Technical University and a Bachelor of Science degree from Eastern Mennonite University.

Gary Yeager

Vice President of Sales

Gary served as a Regional Sales Manager for several years before accepting the Vice President of Sales role. His management experience and unique ability to relate to our credit union clients helps ensure that we remain focused on their needs as we continue to grow and evolve. Prior to joining Ongoing Operations, Gary led his own manufacturing firm as CEO and moved into business continuity with Agility Recovery Solutions after the sale of his business. Gary is an experienced professional having worked in mergers and acquisitions with a private merchant banker, managed regional sales operations for Verizon and started his business career with Chubb and Son, Inc.

Contact Us:

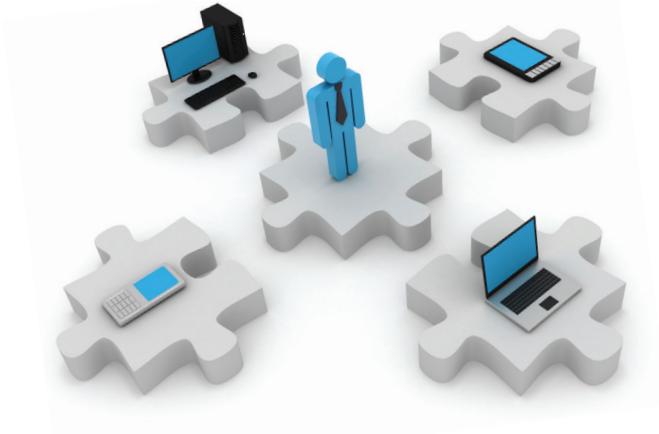
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Board of Managers

Northwest Federal Credit Union
Juri Valdov
Board Chair, Ongoing Operations

HEW Federal Credit Union
Jeffrey Goff
Vice President Administration;
Vice Chair, Ongoing Operations

Tower Federal Credit Union
Sean Zimmermann
Vice President Operations & Technology;
Treasurer, Ongoing Operations

Transportation Federal Credit Union
Jeff Arvai, President/CEO
Secretary, Ongoing Operations

Advantis Credit Union
Tim Clouse, Chief Technology Officer

State Department Federal Credit Union
Charlie Roberts, Chief Technology Officer

MaPS Credit Union
Mark Zook, President/CEO

PSCU
Steve Salzer, Chief Strategy Officer

FSCC
Sarah Canepa Bang, CEO

CO-OP Financial Services
Kari Wilfong, EVP

Quorum Federal Credit Union
Bruno Sementilli, CEO

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