

# Info Systems Guide **2008**

From **CREDIT UNION**  
MAGAZINE

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# CUs Brace for Core Changes

ROY W. URRICO

**Vendor consolidation means fewer core processing options. But open, seamless systems will serve CUs well into the future.**

For credit unions, leaving a legacy behind may be the best way to optimize interoperability, business, and member services across channels. Many credit unions use legacy core processing systems without a true open architecture and the functionality credit unions need today.

Adding to this technology angst is consolidation among many core processing vendors, leaving credit unions with a narrowing field from which to select new systems.

Aite Group's "Trends in Core System Replacement: The Necessary Evil" found that 1,100 financial institutions will replace their core systems from 2006 to 2008. The Boston-based information technology consulting firm estimates credit unions and small banks completed 92% of U.S. core system replacements at financial institutions (about 325) during 2006. That trend is expected to continue during the next few years.

A primary driver for converting to a new core system is that existing systems have become outdated, inefficient, or too expensive to operate, Aite Group reports. In addition, credit unions will obtain new core systems to boost their competitiveness and increase their capability to process new services.

"Credit unions are focusing their attention on business banking capabilities," explains Christine Barry, research director at Aite Group and author of the study. In many cas-



es, financial institutions are converting to implement an open architecture that interfaces more easily with other technology, or because they're compelled to update because of vendor consolidation among the core providers.

### Conversion questions

Many credit unions are running proprietary systems with proprietary code "and they have to decide if they want to spend more on a new rewrite or just buy a new system," says Kevin Shull, vice president of \$460 million asset Three Rivers Federal Credit Union, Fort Wayne, Ind.

To remain competitive, Barry says, financial institutions must operate efficiently (to offer competitive prices), complete transactions quickly (to keep members satisfied), easily launch new products (to differentiate themselves or to keep up with other market players), and have access to member information (to meet new regulations and to deploy member-centric strategies).

"Members expect a seamless view in all channels," says John Best, chief technology officer at \$3.9 billion asset Wescom Credit Union, Pasadena, Calif. "Unfortunately, what's happening is that the legacy systems they're trying to build around don't necessarily work together."

Having a strategy in place is a good starting

point for credit unions. "The business plan drives the technology plan, and you need to control your own technology destiny to make the business plan a reality," says Doug True, president of FORUM Solutions, a credit union service organization of \$980 million asset FORUM Credit Union, Indianapolis. "One of the advantages credit unions have over regional banks is they listen to their members. If [credit unions] can't offer what [members] are requesting, they're at a disadvantage."

However, there are pitfalls to converting to a new core system. "The biggest mistake is that [credit unions'] search and selection criteria aren't accurate. Some will [convert] for the wrong rea-

## FOCUS

- ▶ **A primary driver** for converting to a new core system is an existing system that's outdated, inefficient, or too expensive.
- ▶ **Consider functionality**, price benefits, vendor strength, and risks when judging a new core system.
- ▶ **More CUs** seek core systems that accommodate business services.

sons,” says Sabeh Samaha, president of Samaha & Associates, Chino Hills, Calif. “They don’t do proper due diligence. They see the demo and buy the product. Switch because you want to attack, improve, and add new features.”



**‘Members expect a seamless view in all channels.’**

John Best

What criteria should a credit union use as a basis for a new core system? Scott Hodgins, senior director of Cornerstone Advisors, Scottsdale, Ariz., suggests that credit unions committed to a core conversion examine:

► **Functionality.** Consider items such as automated work flow, navigation, and ease of use that promote better and more efficient transaction processing and account opening, as well as more commercial offerings. Financial institutions want easier access to information, plus a nice, logical screen flow.

Most vendors are developing better navigation and work flow systems, he says. “If they’re not, they should be.”



Rob Guilford

► **Price** benefits through better efficiency and cost structure.

► **Vendor** strength. This includes market momentum, the size of signed deals, and the likeness of the vendor’s client base to the particular credit union. Determine if you’d be the biggest or smallest client on a vendor’s system, or “somewhere in the vendor’s sweet spot,” Hodgins advises.

► **Risks**, including revolving conversions among current clients and operations and support risk.

Credit unions also should evaluate their cur-

rent product offerings and members’ needs.

“Weigh the positives and negatives that are unique to your credit union,” Samaha suggests. “There are some very capable yet different core processors.”

### **Core processor mergers**

What effect will consolidation among core processors have on credit unions? “A lot of credit unions in the next three to five years will have to make a decision [about installing a new core processing system] and they’ll have limited choices,” warns Jeff Meyer, president/CEO of Three Rivers Federal.

What once was a wide-open core processing field has dwindled through mergers and acquisitions. “Having a lot of choices is a sign of prosperity, and we had that from the mid-1980s to 2000,” Samaha says. “That was nice for credit unions. Consolidation isn’t favorable. I feel somewhat threatened by it.”

Consolidation translates to less competition, reduced price leverage, forced conversions from phased-out products, and overburdened conversion teams. “There are more decisions about product direction and developments made by fewer people and vendors, and that isn’t good,” Hodgins says.

Plus, if your core processor is acquired, Meyer says, “you have to make a decision on whether to convert or purchase a new system.”

The net effect is fewer choices for credit unions. But the remaining core providers are healthy. Few “weak” core processors are left, making competition among vendors especially fierce, Barry says.

“This is good for smaller financial institutions such as credit unions,” she maintains. It enables a core provider to be a credit union’s primary vendor.

However, acquisitions require core processors to assimilate ancillary suppliers, enabling them to broaden their offerings. That could work against credit unions.

“A lot of credit unions we talk to find out their

favorite vendor has been purchased by their least favorite vendor,” says Rob Guilford, Wescom’s executive vice president, technology and delivery.

“What you have left are some regional core processors almost exclusively serving small credit unions and the dominant core processors serving everyone else,” True adds. “The dominant core processors are well-positioned for growth and to offer most credit unions robust solutions. What I worry about is the ability for a credit union to have a voice with its core processor. Pricing efficiencies can be gained with competition among the dominant core processors, but at the [cost] of having a nimble system that can enable change and innovation.”

### What’s driving conversions?

The motive for core-system replacement differs by credit union. However, two primary objectives today are improving outdated architecture to allow better interfacing with ancillary products and systems, and the ability to pump up commercial services offerings, Samaha says.

Many vendors have been sluggish in developing mortgage servicing functionality (especially in areas such as escrow analysis and investor reporting) and business services, Hodgins says. To solve these functionality gaps, vendors have acquired or partnered with third-party providers.

But many core providers have a dreadful record of integrating third-party products—partners or not, Hodgins adds. “The No. 1 thing vendors should work on is integrating all their systems—their own ancillary systems and partners’ ancillary systems.”

Competition and membership demands compel credit unions to offer new services, particularly commercial services. “Credit unions have to consider getting into business banking,” says Samaha, including lines of credit, cash management, payroll services, and funds transfers.

Credit unions also should seek higher degrees of automation, Samaha adds. “All credit unions should have a virtual branch. You should be able

to do everything at a virtual branch that you can do at a physical branch,” including online loan applications and requests for checks and plastic cards.

Open architecture allows a credit union to con-

## ▶ WHY REPLACE A CORE SYSTEM? SEVEN KEY DRIVERS

The reasons for core system replacement vary by financial institution. Here are seven key drivers, according to “Trends in Core System Replacement: The Necessary Evil,” a report by Boston-based Aite Group:

**1. Phased-out vendor technologies.** Vendor mergers often lead to overlaps in technologies or acquisitions of more advanced solutions. Some vendors discontinue upgrades to some products, leaving institutions unsure about the future of their existing solutions.

**2. Outdated technologies.** Outmoded platforms and integration architectures don’t permit financial institutions to leverage advances in technology, such as Web services. Implementing newer, more efficient technologies with open architectures hastens transaction speeds and speed to market with new products and capabilities.

**3. Greater focus on business banking.** Thin net-interest margins and the increasingly competitive retail space is causing greater focus on business services, with their greater potential for cross-selling and fee-based income.

**4. New member-centric strategies.** As credit unions increasingly adopt member-centric strategies, they need their core banking solutions to provide enterprisewide member data.

**5. Cost reduction.** Besides reducing complexity and speed to market with new products, some institutions are running multiple solutions simultaneously due to mergers and acquisitions, and are paying multiple license and maintenance fees.

**6. Organic growth.** New solutions enable financial institutions to launch new products quickly without involving vendors for customization or altering sophisticated code.

**7. Better risk management and compliance.** Regulators expect to see uniform and integrated management of risk, data, and processes throughout an organization—often a daunting task for older, less user-friendly core systems.

Few 'weak' core processors are left, making competition among vendors especially fierce.



Christine Barry

trol its own destiny, says True.

"It may have an Oracle database, for instance, but if you can't touch it, it's not open," says Guilford. Wescom seeks the best application to fit

the task at hand, he says. "Our system has an open and well-documented interface. Some systems purport to be open, but they're closed."

Many credit unions can't use best-of-breed systems because they can't support best-of-breed packages. "You can spend a lot of time looking at new functionality when a lot of times it has to do with the ancillary systems and the third-party solutions you want to use and keep," suggests Hodgins, adding cred-

it unions need to look at the core processor's history at integrating specific products.

In addition, there are wish-list items credit unions may press their providers for down the road.

"Redundancy is an absolute must as part of a core system," says Guilford. With the memories of Sept. 11 and Hurricane Katrina firmly etched in people's minds, "it's absolutely critical in today's environment to ensure the continuity of business."

Best also describes the growth of mash-ups, applications or Web sites combining content or capability from multiple sources—such as Starbucks custom-

ers hearing a song and immediately being able to download it to their iPhones. Wescom has used this tactic by combining reward points and bill pay with credit cards.

Decisions, decisions

"There seems to be a lot more emphasis on maintaining current architecture," says Meyer. This creates the danger of getting caught in the legacy system trap and falling behind the industry at a critical time. "Once you start getting behind using old technology, it's painful to jump ahead."

The problem for credit unions is that core system replacements are expensive and full of hazards, Meyer says. Therefore, the reason to switch has to be for the right reasons.

"One mistake is believing the technology can solve your problems," warns Hodgins. He says credit unions often spend "too much time listening to the vendor and not enough time talking to the vendor's clients."

Credit unions also should analyze the total price tag, especially hidden items affecting how a vendor prices changes it makes to the core system as the institution grows, Hodgins says.

And know what members want. "Track every way your members use your products," advises Shull.

Members today demand real-time access across delivery channels. "We have to provide members with the quality service they expect in today's Starbucks world," Best says.

Credit unions must stay true to their consumer-oriented mission, True emphasizes. "Consumer membership is what keeps the lights on. Don't sacrifice consumer/member functionality just to get a better core system on the commercial side." ©

Learn about forthcoming core processing system changes



RESOURCES

- Aite Group, Boston: 617-338-6050 or aitegroup.com.
► Cornerstone Advisors, Scottsdale, Ariz.: 480-423-2030 or cmrstone.com.
► FORUM Solutions, Indianapolis: 877-374-8277 or forumsolutions.com.
► Samaha & Associates, Chino Hills, Calif.: 909-597-2020 or ssamaha.com.

# INFORMATION SYSTEMS VENDORS

	Account aggregation	ACH origination	ACH receipt	ATM card management	ATM intercept processing	ATM network processing	ATM proprietary processing	ATM single-point settlement	ATMs real time	Audio response	Audio response: bilingual capabilities	Bill payer: fixed	Bill payer: variable	Check imaging	Collection support	Commercial loan processing	Computer output to laser disk (COLD)	Credit scoring	CRM	Customer references	Electronic bill payment	Electronic bill presentment	Electronic statements	Emergency hot-site backup processing	Implementation services and support	Indirect loan tracking
AFTECH, Another Fiserv Connection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
AMI Information Systems	●	●	●	●	●	●	●	●	●	●	●	●	●	▲	▲	▲	▲	▲	▲	▲	●	●	●	●	▲	▲
Bradford-Scott Data Corp., a Sharetec partner	●	▲	▲	▲	▲	▲	▲	▲	●	●	●	●	●	▲	●	●	▲	●	▲	●	●	▲	▲	▲	▲	▲
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CompuSource Systems Inc.	▲	▲	▲	■	■	●	●	●	●	●	■	▲	●	●	■	●	▲	▲	▲	●	■	●	●	▲	■	■
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**Legend** ▲ = Standard (included in the base product)  
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	Insurance tracking and reporting	Integrated spreadsheet	Internet banking	Internet banking with nonmember loan applications	Internet banking with online loan approval	Intranet cross-sales advertising	Investment support	IRA administration	Marketing customer information file (MCIF)	Mortgage origination	Mortgage secondary market interface	Open-end loans	Payroll support	Proprietary credit card processing	Proprietary debit card processing	Regulatory compliance guaranteed	Risk-based pricing	Sales tracking	SQL access to database	Standards-based third-party interfaces (i.e., OFX, IFX)	User advisory group	Variable-rate certificates	Wireless capabilities
AFTECH, Another Fiserv Connection	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
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Harland Financial Solutions- ULTRADATA Enterprise	▲	▲	▲	●	●	▲	▲	▲	▲	▲	●	▲	●	●	▲	●	●	▲	●	▲	●	●	●	●	●	●	●
IntegraSys, Another Fiserv Connection	●	▲	▲	▲	●	▲	▲	▲	▲	▲	●	●	▲	●	▲	●	▲	●	●	▲	▲	▲	●	▲	▲	▲	▲
Northern Data Systems Inc., a Sharetec partner	▲	▲	▲	▲	▲	▲	▲	▲	●	●	●	●	●	▲	▲	●	▲	●	▲	▲	▲	▲	▲	▲	▲	▲	▲
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R.C. Olmstead	▲	▲	▲	●	●	●	▲	●	●	●	●	●	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲
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Synergent	●	▲	▲	●	●	●	●	●	●	●	●	●	●	▲	▲	●	▲	●	●	▲	●	●	●	▲	▲	▲	●
USERS Inc., Another Fiserv Connection	▲	▲	▲	▲	●	▲	▲	▲	▲	▲	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	●	●	●	▲	▲	▲
XP Systems Inc., Another Fiserv Connection	▲	▲	▲	▲	●	●	●	●	●	●	●	●	●	▲	▲	●	▲	●	▲	▲	●	●	▲	▲	▲	▲	●

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Another Fiserv Connection

**AFTECH, Another Fiserv Connection**

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AMI Information Systems has only one business: providing software solutions to credit unions. Our all-new Web browser-based software system, Encompass, is designed for credit unions that require cutting-edge data processing technology. Personal service, unmatched reliability, and more than 25 years experience makes AMI the right decision for your credit union.

**Bradford-Scott Data Corp.,  
 A Sharetec Partner**

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 Fort Wayne, IN 46814  
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 260-625-5107  
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 kkolar@bradfordscott.com

	Insurance tracking and reporting	Integrated spreadsheet	Internet banking	Internet banking with nonmember loan applications	Internet banking with online loan approval	Intranet cross-sales advertising	Intranet support	Investment tracking	IRA administration	Marketing customer information file (MCIF)	Mortgage origination	Mortgage secondary market interface	Mortgage servicing	Open-end loans	Payroll support	Proprietary credit card processing	Proprietary debit card processing	Regulatory compliance guaranteed	Relationship pricing	Risk-based pricing	Sales tracking	SQL access to database	Standards-based third-party interfaces (i.e., OFX, IFX)	User advisory group	Variable-rate certificates	Wireless capabilities
Harland Financial Solutions- ULTRADATA Enterprise	▲	▲	●	●	●	●	●	▲	●	●	●	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	●	▲	▲	●	
IntegraSys, Another Fiserv Connection	▲	▲	▲	▲	▲	●	●	▲	●	●	●	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	●	
Northern Data Systems Inc., a Sharetec partner	▲	●	●	●	●	●	▲	▲	▲	▲	●	▲	▲	▲	●	■	▲	▲	▲	▲	▲	▲	▲	▲	●	
Open Solutions Inc.	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	●	●	▲	▲	▲	▲	▲	▲	▲	▲	●	
R.C. Olmstead	▲	▲	●	●	●	●	▲	●	▲	●	▲	▲	▲	▲	●	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	
Share One Inc.	▲	▲	●	●	▲	●	▲	▲	▲	▲	●	▲	▲	●	●	▲	▲	▲	▲	●	▲	▲	▲	▲	●	
Sharetec Systems Inc.	▲	●	●	●	●	●	▲	▲	▲	▲	●	▲	▲	▲	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	
Summit Information Systems, Another Fiserv Connection	▲	▲	●	●	●	●	●	▲	▲	●	●	●	▲	▲	●	●	▲	▲	●	▲	▲	▲	▲	▲	●	
Symitar	●	▲	●	●	●	▲	▲	▲	▲	▲	●	●	▲	▲	●	●	▲	▲	▲	▲	▲	▲	▲	▲	●	
Synergent	●	▲	●	●	●	▲	▲	▲	▲	▲	●	●	▲	▲	●	●	▲	▲	▲	▲	▲	▲	▲	▲	●	
USERS Inc., Another Fiserv Connection	▲	▲	●	●	●	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	▲	●	
XP Systems Inc., Another Fiserv Connection	▲	▲	●	●	●	●	●	▲	●	●	▲	▲	▲	▲	●	●	▲	▲	▲	▲	▲	▲	▲	▲	■	

**Note** Inclusion of a company in the Information Systems Guide doesn't imply endorsement by *Credit Union Magazine* or CUNA. Please use the same care in investigating these companies as you'd use with other suppliers before making purchases or signing contracts.

[www.bradfordscott.com](http://www.bradfordscott.com)

Bradford-Scott is a distributor of the Sharetec System, one of the most widely installed data processing systems in the U.S. with more than 300 installations. Sharetec's combination of open architecture and graphical design offers a remarkably efficient Windows-based system. Bradford-Scott has been installing data processing systems for more than 20 years. Whether your choice is in-house or online, we have a solution for you.



**CMC/FLEX**

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Celebrating our 30th year, CMC introduces the next generation of FLEX. Uniquely re-engineered in Java™, FLEX is a seat license/browser free product that supports

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**CompuSource Systems Inc.**

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[www.css4cu.com](http://www.css4cu.com)

CompuSource is a leading provider of complete data processing systems exclusively for credit unions. Our highly integrated modular approach makes our CompuShare System an ideal solution for credit unions with varying service needs, while supporting growing memberships from 500 to 20,000.

## CU\*ANSWERS

A CREDIT UNION SERVICE ORGANIZATION

### CU\*Answers

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[www.cuanswers.com](http://www.cuanswers.com)

CU\*Answers is a 100% credit union-owned CUSO located in Grand Rapids, Mich. We provide a wide variety of services for credit unions nationwide, including our flagship CU\*BASE data processing system, available in both an online (ASP) and in-house environment, Web site development, network design and security, image check processing, and CU\*Check 21 services. CU\*Answers provides expertise in implementing technical solutions to operational needs and is a leader in helping credit unions form strategic alliances and partnerships.

### CUC Inc.

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[www.cucinc.net](http://www.cucinc.net)

CUC Inc. is a single-source provider of data processing solutions exclusively to credit unions. Services include in-house and online processing, and features such as optical disk, document imaging, home banking, audio response, and shared branches.



Another Fiserv Connection

### CUSA Technologies, Another Fiserv Connection

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[www.cusa.com](http://www.cusa.com)

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a few of the reasons that more than 800 credit unions rely on CUSA Technologies to deliver the custom solution-sets that fuel their successes.

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## CU\*SOUTH

A CREDIT UNION SERVICE ORGANIZATION

### CU\*South Inc.

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[sales@cusouth.com](mailto:sales@cusouth.com)  
[www.cusouth.com](http://www.cusouth.com)

We grow credit unions by delivering the tools and services you need to provide your members with industry-leading financial products and services. Unlimited free training, complete back-office integration, and hardware and telecommunications support. Accounting and staffing services. Consulting and auditing. Best-of-class in customer service.

### Datamatic

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Lansing, MI 48911  
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Datamatic VIEW has full Windows functionality throughout all applications. We feature IBM server hardware and thin client support in both our in-house and online solutions.

### Data Systems, A Sharetec Partner

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Data Systems is the Southwest distributor of the Sharetec Data Processing System. Sharetec offers a graphical solution for credit unions, providing in-house, facilities management, and online solutions. Data Systems

has been serving the credit union industry since 1983, offering credit unions an efficient, user-friendly core product.



### EPL Inc.

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EPL is a credit union-owned integrated technology solutions provider that enables credit unions to drive business from their member's perspective. EPL's totally open strategy includes technology tools that address the needs of credit unions in the areas of lending, member relationship management, shared branching, collections, online applications, and much more.



ENHANCED SOFTWARE PRODUCTS  
INCORPORATED

### ESP Inc.

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ESP's FORZA3™ product offers a comprehensive, easy-to-use core processing solution for credit unions. Available via ASP or in-house, FORZA3 is a true open system with exposed APIs for easy interface development. ATM, debit, draft, and credit card processes are supported batch or online. Additional ESP products and services include Web, audio, member imaging, wireless, Web site development/hosting, disaster recovery, print/mail service, and e-statements.

### FedComp Inc.

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Whether it's in-house data processing systems, hosted applications, or our VirtualCU family of Web-based products, FedComp delivers easy-to-deploy and easy-to-use solutions. FedComp's TNG Online! hosted data processing system, VirtualLender loan origination and tracking system, and VirtualCU Internet Teller and Web Services are just a few of the service bureau and in-house solutions FedComp has developed exclusively for credit unions.



### Fidelity National Information Services

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[www.fidelityinfoservices.com](http://www.fidelityinfoservices.com)

FIS is an industry-leading provider of information technology solutions, providing unprecedented integration. Optimize efficiencies, mitigate risks, and build business with INTEGRATED solutions including core processing, business intelligence, e-banking, check imaging, card services, auto finance, mortgage lending, fraud protection, and payment processing.



### Galaxy Credit Union Solutions, Another Fiserv Connection

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[www.fiserv-galaxy.com](http://www.fiserv-galaxy.com)

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### Gulf Data Systems (GDS)

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[leo@cusouth.com](mailto:leo@cusouth.com)  
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### Harland Financial Solutions – UltraData Enterprise

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Harland Financial Solutions' UltraData® core processing solutions serve more than 600 credit unions nationwide by blending robust functionality with strategic business guidance. Our competitively distinct suite of integrated complementary applications, open architecture and connectivity, in-house and service bureau delivery options, outstanding SCP-certified client support and service, and integrity-based relationships enables each credit union to serve its membership in the most effective way possible.



### IntegraSys, Another Fiserv Connection

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### Northern Data Systems Inc., A Sharetec Partner

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Northern Data Systems is the Sharetec distributor for the eastern U.S. seaboard. Sharetec is one of the most widely installed data processing systems in the U.S. with more than 300 installations. Sharetec's combination of open architecture and graphical design offers a remarkably efficient Windows-based system. Northern Data Systems has been installing data processing systems for 30 years, delivering local support and service along with the strength and resources of Sharetec's national organization.



### Open Solutions Inc.

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[www.opensolutions.com](http://www.opensolutions.com)

Open Solutions Inc. offers credit unions a full-featured strategic enabling product platform that integrates core data processing applications, built on a single centralized Oracle relational database, with Internet banking, cash management, financial accounting, payment, imaging, Check 21, interactive voice response, CRM/business intelligence, and loan origination solutions. Open Solutions' suite of credit union-focused applications can be run in-house or outsourced through Open Solutions' data centers.



### R.C. Olmstead

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 800-589-7312  
 Fax: 614-652-2061  
[sales@rcolmstead.com](mailto:sales@rcolmstead.com)  
[www.rcolmstead.com](http://www.rcolmstead.com)

R.C. Olmstead has provided full-service data processing to more than 150 credit unions nationwide for nearly 30 years. Our feature-rich system delivers everything today's credit unions need to succeed, including Internet banking, bill pay, real-time ATM and debit card processing, signature and document imaging, and much more.



### Share One Inc.

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 Fax: 901-362-8524  
[donc@shareone.com](mailto:donc@shareone.com)  
[www.shareone.com](http://www.shareone.com)

Share One Inc. is a technology CUSO providing data processing services only to credit unions. Our newest open processing system, NewSolutions, offers fully integrated imaging, card processing, and support for Check 21 and commercial accounts. A modern open system based on MS SQL server relational database, NewSolutions allows full marketing analysis and tracking support. Offered as both an in-house system and service center, the same software and services are available in either mode. We offer integrated Internet banking services, integrated shared branch, and business intelligence support as well.



### Sharetec Systems Inc.

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The Sharetec System is one of the most widely installed data processing systems in the U.S. with more than 300 installations. Our combination of open architecture and

graphical design offers a remarkably efficient Windows-based system. Whether your choice is in-house or online, Sharetec has a solution for you.



### Summit Information Systems, Another Fiserv Connection

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Summit is the solution behind the service at many of the nation's credit unions. With our open architecture and Web services framework, we can align the right technology solutions with your key business objectives, enabling your credit union to reap the benefits of enhanced member experience, new revenue sources, and optimized productivity.



### Symitar

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Symitar is the recognized technology leader. Combining robust, proven core processing systems with a full range of complementary solutions, we're able to meet the technology needs of even the largest credit unions. According to the 2007 Callahan Credit Union Technology Survey, Symitar is again the leading technology provider for credit unions with more than \$25 million in assets and credit unions with more than \$1 billion in assets. At greater than 99%, we have the highest retention rate of any major processor. Many CEOs are repeat customers, choosing Symitar again and again as they move from one credit union to the next.



### Synergent

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Synergent has served the needs of credit unions since 1971. We offer a complete suite of technology solutions, including core data processing on the industry-leading Episys® software platform. We are owned by credit unions and are driven by our focus on service. We offer the combined strengths of Synergent and Episys to credit unions throughout New England and Upstate New York.

### USERS Incorporated, Another Fiserv Connection

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USERS Incorporated, Another Fiserv Connection, delivers core processing and related technologies that respond to credit unions' needs. USERS delivers highly scalable, completely integrated solutions that work together while simplifying connectivity with third-party products for greater choice and flexibility. USERS' solutions are available in the in-house and online environments.



### XP Systems Inc., Another Fiserv Connection

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 Moorpark, CA 93021  
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XP Systems offers in-house information management solutions. Our software, hardware, and services combine to handle a credit union's front- and back-office processing, including electronic channels such as ATMs, call centers and Internet banking. XP Systems collaborates closely with credit unions to deliver the most advanced member services, teller, and lending platforms available. We're proud of our reputation for on-time, in-balance conversions and delivering solutions that help credit unions thrive.