IMM Solution Suite Case Study

# US Federal Credit Union

Who: Based in Burnsville, Minn., US Federal Credit Union (USFCU) operates 11 full-service branches located throughout the Minneapolis/ St. Paul community. The credit union offers a comprehensive menu of products and services to its 83,000 members, including checking and savings accounts, consumer loans, mortgages, commercial accounts, online services, insurance and financial planning. USFCU has been an Integrated Media Management (IMM) customer for approximately five years, beginning with TotaleReceipts™ and gradually adding TotaleChecks™ and TotaleAtlas™ software.

Challenge: One of USFCU's corporate goals is to improve its productivity by automating paper processes and reducing the amount of mail that travels between branches. With members' increased reliance on remote account access, USFCU continually seeks systems that aid in the secure delivery of services to their membership.

Solution: USFCU selected TotaleAtlas, IMM's document preparation engine that merges XML data with PDF documents. The credit union has established a successful relationship with IMM and both its staff and members have been very impressed by the level of technology that IMM's TotaleWorks products offer.

USFCU became an IMM customer because management was aware that due to the existing synergy between XP Systems, it's host processor, and IMM, TotaleReceipts was seamlessly integrated and automated from the transaction process to output and archival. "It was really a no-brainer," Joanne Johnson, senior vice present and chief technology officer at USFCU, explained. "We knew that we would immediately achieve efficiency with TotaleReceipts."

Once USFCU began using TotaleChecks, which allowed the credit union to eliminate preprinted check stock and instead print checks electronically on blank security stock. In addition to the cost savings, using TotaleChecks eliminated the need to store and secure paper check stock at all of the USFCU branch locations. An additional benefit is that the checks generated at the branches are automatically indexed and electronically handed off to imaging.

TotaleAtlas is a browser-based process, so USFCU was able to eliminate the need to scan and index documents. The software also allows the credit union to centrally store all documents and make them electronically available to every branch. As a result, USFCU has improved member response time and accuracy.

"With TotaleAtlas, we don't have to send documents between offices, improving process time while reducing cost," Johnson added. "We can also electronically store the documents instead of sending them to a fireproof storage facility. Overall, TotaleAtlas is a considerably less expensive option."

IMM worked with USFCU to include barcodes on documents so that they can be automatically indexed when customers complete the documents outside the credit union. USFCU began implementation of the bar-coding solution at the beginning of the year and plans to have barcodes on all of the documents by the end of 2007. This feature was customized to fit the specific needs of USFCU and it helps the credit union offer electronic loan documents without compromising their high level of service and accuracy.

"Moving from paper-based processing the electronic methods has impacted our efficiency in ways that our members notice. USFCU recently completed two mergers with a smaller credit union and we have received positive feedback from the new members who appreciate the efficiency afforded by the credit union's use of TotaleWorks products," Johnson said. "TotaleReceipts, TotaleChecks and TotaleAtlas help USFCU stay competitive in an industry where credit union members have come to expect a high level of technology."

"The TotaleWorks product suite has exceeded our high expectations," Johnson added. "IMM is clearly a market leader in the electronic document industry, and a perfect fit for US Federal Credit Union. We strive to provide our members with the service, value and experience they can trust. IMM and TotaleWorks are helping us achieve that goal.