

The credit union tech holiday wish list 2017

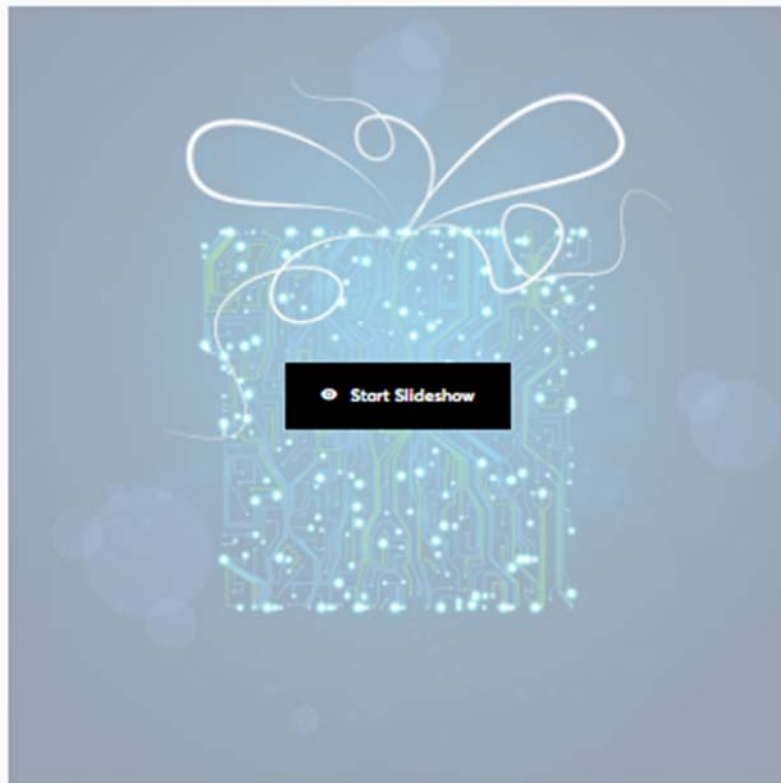
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Dear Santa...

With visions of data security dancing in their heads, credit union executives' holiday wish lists probably look a little different from most.

For the sixteenth consecutive year, Credit Union Journal asked top technology execs from credit unions around the nation to share what technology "wishes" would make their 2018 more proactive, productive and exciting.

Read on to learn what new innovations IT professionals are hoping to get for their credit unions, this year—including something decidedly low-tech: more staff.



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If it's not too much to ask...

Early in 2016, the \$347 million Saginaw, Mich.-based Catholic Federal Credit Union partnered with Member Driven Technologies (MDT) to handle its core processing platform. "Everything is new for us," noted President and CEO Alan Watson.

"The conversion process was well-organized and methodical and our internal team was ready," said Watson. "We are happy to be running the Symitar platform and a lot of other ancillary products, including a new mobile product that is vastly superior and more reliable than what we had previously."

After undertaking a core conversion, many executives might hold off on a holiday tech wish until 2019, but Watson had his pen and paper ready for old Saint Nick. He wants to add a synergy administrator to his team of 100 employees, five of whom serve in the IT department.

"We use Symitar's Synergy Document Management system, which is an incredibly powerful imaging tool. Documents can be centralized, decentralized or both and document search and retrieval is amazingly fast and accurate," said Watson. "We are ready to take our administration to the next level and manage our own documents and cabinets within Synergy so we can be self-sufficient in making changes of this type as well."

On the heels of a successful core conversion, Watson, with a little help from his new friends, has high hopes that his 2018 wish will be realized.

"I expect this to be a sure thing. MDT knows that their clients rely on them for the delivery of new products and services," Watson suggested. "MDT has worked hard to streamline implementation processes and procedures, so I expect the implementation to be straightforward."