

25 Years with Sharetec



Sharetec Celebrates “Win-Win” Success with Several 25-year Credit Unions

Sharetec is pleased to announce that it is celebrating 25-year partnerships with several successful credit unions. Additionally, the company is proud of how these business relationships have enabled its clients to thrive and allowed Sharetec to enhance its innovative solution over the years.

In the 1990s, numerous credit unions across the U.S. were seeking a more efficient way to complete their daily tasks by improving functionality and efficiencies for both their staff and members. As many were narrowing down their list of prospective solutions and business partners, it was not surprising that an innovative new core processing solution called Sharetec was garnering a lot of attention.

Among the credit unions that opted to partner with Sharetec in 1995 were **Akron Fire Police Credit Union (AFPCU)** of Akron, Ohio, **Brewster Federal Credit Union (BFCU)** of Brewster, Ohio, and **Common Roots Federal Credit Union (CRFCU)** of Cranberry Township, Pennsylvania. Each of these financial institutions had come to realize that they needed an advanced core processing system backed by excellent service to help them grow beyond the approaching millennial year. And grow they did, as all are celebrating strong and prosperous 25-year partnerships with Sharetec as of 2020.

Many of the issues that these credit unions were struggling with a quarter of a century ago are still relevant today. Problems that were impeding their success and growth included an inefficient, paper-centric system that caused widespread inefficiencies, as well as mounting operational expenses, inadequate support services, lack of reporting capabilities, delays in loan and membership application processing, and stagnant membership growth.

AFPCU's Operations Manager, Georgeanne Hoover, states that reaching their 25-year milestone with Sharetec has been remarkable. "Looking back, our credit union has evolved and grown in so many ways. We have added many new products and services that help us respond to the changing needs of our members," she notes. "We appreciate that Sharetec has been with us every step of the way, offering the support we need to serve members and for the back office and reporting functions, as well as keeping us up to date with evolving technology. The Sharetec team is always very professional and helpful!"

Joanne Smith, Manager/CEO, BFCU, says that as a whole, their credit union staff has always appreciated the fast and friendly service they receive from the tech support at Sharetec: "When I have 'one of those days' and it seems like I have to call multiple times for questions, the Sharetec staff always answers with a smile and provides excellent customer service."

According to CRFCU's CEO, Kasi Devinney, outstanding support has also been invaluable over the years. "We truly value the ongoing support we receive," she remarks. "Sharetec's excellent service and support have helped to ensure that the features are working optimally to benefit our members and employees and that everything continues to run smoothly."

Dan Miller, VP, Sharetec, appreciates the longevity and strength of Sharetec's 25-year partnerships. "Without a doubt, as we've helped these credit unions improve their functionality and efficiencies, we've also been able to improve our company and its offerings," Dan states. "Listening to their requests and meeting precise needs have helped us enhance and increase the features of our system, making the Sharetec solution progressively better over the years. This continues to be a 'win-win' situation for everyone involved. I can't congratulate and thank these credit unions enough."

Sharetec's 25-year partners all continue to be satisfied with the numerous features and benefits of the core processing solution. The vast number of improvements that have resulted have changed the way they do business and enabled them to devote more time to upholding their commitment to offering the best financial products and services to their members.

Overview

Akron Fire Police CU, Brewster FCU and Common Roots FCU were among the many CUs in the 1990s that were seeking an advanced core processing system with enhanced automation and efficiency capabilities.

Problem

Among the key issues plaguing the CUs were inefficient, paper-centric systems, growing operational expenses, inadequate support services, lack of reporting capabilities, delays in loan processing and other member services, and stagnant membership growth.

Solution

Sharetec Core Processing System

Results

Established in 1994, Sharetec introduced superior automation and efficiency to these CUs and many more across the country, resulting in several key benefits:

- Significant improvements in day-to-day efficiencies resulting in faster member service and resolution of issues
- Continual enhancements in reporting capabilities
- Fast, knowledgeable and friendly Sharetec support services
- Streamlined and efficient loan and new membership application processing
- Increased cost efficiencies
- Enhanced ability to boost membership
- Ability to easily and quickly train staff on the system