

Sharetec Partnership Continues

After Extensive Core Review, Long-Time Sharetec Customer Extends Partnership for 10 More Years with Sharetec

In 2005, Thrive Credit Union in Muncie, Indiana, made the move to Sharetec Core to streamline their operations, improve services to members, and improve overall efficiency. As a valued customer, since their conversion, the credit union has experienced tremendous growth.

Recently, the contract expiration date came around for Thrive Credit Union and they made the decision to review other core systems to ensure they were using the most integrated core system for their credit union. They wanted to achieve high growth and to deliver superior financial products and services to their members.

Thrive Credit Union worked with a consultant to ensure their core evaluation was thorough, fair, and efficient, which included an RFP from four other vendors. Brett Rinker, President and CEO of Thrive Credit Union, comments, "As we evaluated the proposals and viewed the systems, we found that each system had its own strengths and weakness in supporting our operations. We decided to stay with Sharetec for two reasons. The first is level of investment in the last couple of years. Not only the development of V10, but in the staff and processes to support the credit unions using Sharetec. The second is that our team feels V10 will be one of the best cores on the market for our size credit union."

Sharetec has helped Thrive Credit Union grow through a variety of products, one of which is Ultimate Checking. Brett continues, "Sharetec's Ultimate Checking has allowed us to increase share draft deposits and increase revenue from our debit cards. The automation of many of the back-office services has also allowed us to become more efficient and free up more employees to do what they do best... serve our members."

One of the key areas Sharetec focuses on is the relationship we build with our clients. Our staff, business partners, and clients all play an important role in Sharetec's continued growth. Brett adds, "It's the people that make the difference and that is one of the things we like most about Sharetec – the staff and the relationship we have with them. When it comes down to it, a core is a core, but we get great service from the whole team. We can call our dedicated reps and our problems will be fixed."

Carrie Heck, Account Relationship Manager for Sharetec, comments, "Sharetec is proud to deliver an innovative, cost-effective core that enables our clients more opportunity to succeed. We recognize the importance of always improving and providing significant opportunities to our clients. Sharetec's strategic objectives enable our credit unions to better serve their members as we provide them with high-quality integrations and products. We look forward to our continued partnership with Thrive Credit Union and can't wait to see what the future holds for them, all our valued customers, and Sharetec in its entirety."



Overview

Thrive Credit Union evaluated five core systems to ensure they were providing their members the most advanced and integrated core system.

Problem

Hiring a consultant, Thrive Credit Union wanted a thorough, fair, and efficient core review before making their decision.

Solution

After evaluating several proposals and other systems, Thrive Credit Union makes the decision to stay with Sharetec Core.

Results

- Sharetec's Development of V10 to support the credit union
- Staff and processes of Sharetec will support the credit union and their members
- The credit union considers Sharetec one of the best cores in the market—extending for 10 more years.