

CASE STUDY

NET CU Converts to Episys® in the Middle of a Pandemic



"We had about 100 cars in our drive-through line with members waiting to deposit their stimulus checks," recalls Clarence Baltrusaitis, CEO of NET Credit Union. "By the first week of June – when a majority of our members started receiving their checks – our state was still in the red phase of reopening businesses, which meant branches were temporarily closed."

That first week of June 2020 also happened to be the go-live date of NET CU's conversion to Symitar's Episys® core platform. "On June 1, we flipped the switch, and everything went beautifully," says Clarence. "All of our automated systems came over, converted, and worked like they're supposed to. ACH posted, share drafts posted, and the cards system worked."

To offer the best possible service to the anxious members in the drive-through line, the credit union decided to hang banners encouraging them to download the brand-new NET CU mobile app and deposit their checks remotely. "Almost immediately, we saw online and mobile transactions increase by 400% and debit card usage go up about 25%."



"On June 1, we flipped the switch, and everything went beautifully."

- CLARENCE BALTRUSAITIS, CEO OF NET CREDIT UNION

GOING ABOVE AND BEYOND

Going above and beyond to serve their members is not an unfamiliar concept to the Pennsylvania-based NET CU. In fact, it's right there in the credit union's mission statement: "NET Credit Union exists to help its members succeed financially through cooperation and teamwork" – and NET CU is nothing if not a team player. With a vision of creating a welcoming atmosphere that builds trust and allows members to be more engaged and financially successful, NET CU made the decision to undertake a core conversion in the middle of a pandemic, during an economic shutdown, completely remote, and without their Director of IT (who was quarantining for 14 days).

"We started our due diligence in early 2019," explains Clarence. "Not only were we going to convert our core to Episys, but we were going to convert our digital platform to another vendor as well. We knew it was going to be hectic, but we felt confident with our Director of IT who had gone through two core conversions before."

CONVERTING CORES DURING THE PANDEMIC

But all of a sudden, because he had to quarantine for two weeks to be at the hospital for his baby's birth, NET CU temporarily found itself without that Director of IT. The credit union also found itself closing the doors to its branches and transitioning its staff to working from home. NET CU was thrown into an "all-hands-on-deck" situation. Even Clarence himself was getting his hands dirty by checking and confirming that accounts came over correctly.

"A lot of conference calls and virtual meetings went into coordinating the core conversion effort, and like I said earlier, that part went beautifully," remembers Clarence. "The most difficult pain point we had with this whole process had nothing to do with the core conversion itself." The trouble came with NET CU's billpay system, which they elected not to convert at the time. "That decision led to some confusion with our members. Because we didn't pay a \$50,000 fee to our billpay vendor, our system went from a single-sign on to a dual sign-on and caused a surge of calls for the call center."

But for a majority of their members, the conversion was a non-event. "Our members don't know we converted our core," says Clarence. "What they see is more efficiency. Our branch traffic has reduced by 60-70% but the transactions are still flowing. Not to mention future plans like creating a PowerOn® to refund foreign ATM fees and customizing an electronic checking account."



"We wanted an open source platform in which we could find items we want to hook up – items that work best for us."

- CLARENCE BALTRUSAITIS, CEO OF NET CREDIT UNION

RAMPING UP EFFICIENCIES

Already, NET CU has put this newly revitalized efficiency to good use. The credit union has been running an auto loan special, which it launched two weeks before starting to feel the widespread effects of the pandemic. At the time, the loan process was very manual. "The Loan Officer would fill out a paper form and send it to the Accounting Department. Accounting would then cut a check that would go to the CFO for review to make sure the balances were right," describes Clarence. After the conversion, Clarence asked his Director of IT if he could automate that process. "He wrote a simple PowerOn program in one day that deposits the funds directly into a member's account and creates an end-of-the-month report showing purchased and refinanced vehicles as well as the amounts paid." NET CU estimates this single automated process saves them \$2,200 every month.

Increasing efficiency and having the ability to customize tools and processes has been a game changer for NET CU. Members have access to the technology they need, and staff can spend less time on manual processes and more time building trust and establishing relationships. It's safe to say NET CU is living up to its tenets of cooperation and teamwork.

GOING FORWARD

"There are so many cool things that can come down the road now that we have a system that allows us to make customized changes," affirms Clarence. "That's why openness was such a key element when we were looking to convert our core. We wanted an open source platform in which we could find items we want to hook up – items that work best for us."

"As we go forward, we know Episys will not hold us back by any sort of limitation," concludes Clarence.

INSTITUTION

NET Credit Union

ADDRESS

119 Mulberry Street
Scranton, PA 18503

TELEPHONE

844-220-7845

WEBSITE

netcreditunion.com

ASSETS

\$222 million

MEMBERS

16,626

FOUNDED

1941



"Almost immediately, we saw online and mobile transactions increase by 400% and debit card usage go up about 25%."

- CLARENCE BALTRUSAITIS, CEO OF NET CREDIT UNION

With Symitar's Episys core platform, you get a comprehensive core platform as well as access to Jack Henry's leading digital, lending, and payments capabilities – so you can improve the Modern MemberSM experience across all of your member touchpoints and digital channels. And with the core platform customization solution, PowerOn, you can modify your Episys core in a multitude of ways to fit your needs: automating tasks, designing and creating data screens, developing interfaces with other systems, integrating data from multiple sources, and so much more.



Clarence Baltrusaitis
CEO, NET Credit Union

For more information about Symitar®,
call **888-796-4827** or visit **symitar.com**.