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Small Texas Credit Union Partners with INTECH to Deliver the Same Products & Services as Billion Dollar Institutions

“This system has made a big difference for both us and our members. Now I see where Innovative Technology got their name!”

Armando Martinez, President and CEO of Kingsville Community Federal Credit Union

The Kingsville Community Federal Credit Union (KCFCU) has a history as rich as South Texas – they were organized in 1937 and their charter number is 1879. Their field of membership includes Union Pacific Railroad employees, Christus Spohn Hospital Kleberg employees, City of Kingsville and Kleberg County employees and any individual that lives, works, or attends church in Kingsville/Kleberg County. KCFCU’s philosophy is to establish a service-oriented environment dedicated to providing prompt, efficient, convenient and friendly delivery of services and financial products through the realm of sound management policies and a professional code of ethics. Even though they are a fairly small - \$11M in assets - they are able to provide a full range of products and services thanks to their partnership with core data processor Innovative Technology, Inc., also known as INTECH.

For over a decade, KCFCU was running an in-house core system that was adequate for their needs but not nearly as robust as they would have liked. This prompted Armando Martinez, the President and CEO of the credit union, and his team to look for a new and more powerful data processing system. Their search led them to Credit Union Resource Group, an organization designed to help credit unions acquire services at lower costs and to provide a wider array of financial products and resources to their members and employees. Credit Union Resource Group in turn introduced the credit union to INTECH which specializes in helping credit unions under \$250M in assets with their processing needs. This turned out to be a perfect fit, since in Martinez’s words “the cost of delivering the latest services to members can be very difficult to bear for smaller credit unions.”

Of course, no credit union takes on a core conversion lightly, and Kingsville Community FCU was no exception. Martinez recalls “we went through about 9 months of research and 3 months of serious due diligence in our search for a new core system.” After all of these efforts, Martinez and his team concluded that “INTECH was by far the most cost effective system that we could implement. The differences between them and their competitors were significant – they really knew what they were talking about and have a great product that is ideally suited for smaller credit unions like us.”

After the decision was made to convert from their antiquated in-house system to the state-of-the-art Fiserv system running in INTECH’s secure Omaha-based data center, KCFCU set an aggressive conversion schedule: 90 days.

Credit Union:

Kingsville Community Federal CU



Solution:

Fiserv Spectrum

Benefits:

- ❖ Great product suite tailored towards smaller credit unions
- ❖ Numerous powerful modules can be affordably added on
- ❖ Direct access to INTECH’s highly experienced managers



Fortunately, INTECH was able to deliver according to contract. According to Martinez, “they were there for us at every step of the way, and have always been there for us since Day One. Their support is tremendous whether it is in-person or remote.” As for the system’s functionality, Martinez relates that “it is a very robust system and has provided us with lots of new functionality that we never had in the past. All of our employees were impressed with the numerous modules that are available.”

The credit union’s members also noticed a positive difference. “We have received many positive comments about our online banking system” says Martinez. Members can view multiple linked accounts online, receive easy to read e-statements, and even get text alerts for a wide variety of customized scenarios to their cell phones and mobile devices. Martinez confides that “this system has made a big difference for both us and our members. Now I see where Innovative Technology got their name!” With over a dozen financial institutions in their home county, KCFCU is now able to compete with these larger institutions. Martinez emphasizes that “INTECH gives us the ability to offer all of the same products and services, especially electronic services, as a billion dollar credit union.”

Naturally, as a small credit union with less than 2,000 members, Kingsville CFCU could never afford to pay high fees for basic core processing services or extra modules such as Online Banking, Mobile Banking, Remote Deposit Capture, etc. But with INTECH’s pricing – which Martinez characterizes as “very reasonable” – they are able to roll out a full array of convenient services. Plus the credit union is able to save on labor costs due to the fact that the Fiserv Spectrum system is able to automate so many common tasks. Martinez confirms that “Fiserv Spectrum is a big time saver for our employees and overall they have been very happy using the system.”

As an active member in the Texas credit union movement – Martinez is a member of the Texas League’s small credit union committee that is dedicated to finding ways to keep small credit unions stable and viable – Martinez and his employees rely on INTECH to help keep them informed of the latest technology trends affecting credit unions. Martinez describes INTECH’s leadership as “great.” He especially likes working with Tim Erwin, INTECH’s president, who Martinez says “really keeps us informed and up to date on all kinds of issues. We greatly appreciate his personal support and highly recommend working with him and INTECH.”^{t-t}

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