

Silver State Schools Credit Union improves efficiency and member service with the help of Jack Henry™



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Serving people and communities with locations throughout the Las Vegas valley, Silver State Schools Credit Union is a premier financial cooperative owned and operated by its members. Over the course of the credit union's many decades in business, they reached a point where they'd accumulated a large amount of documents – nearly 30 million – tied to older systems. “We had to make a drastic change in how we managed and accessed our electronic documents,” says Ben Christensen, Chief Information Officer.

The credit union considered what improvements they could create operationally for when staff performed critical research, and how they could serve members more efficiently if they managed all that data in one system. They began to look into the best technology options.

“One of the key factors that really drove our migration was us looking down the roadmap of trying to get our FASTdocs environment and the teller capture environment stood up,” Christensen explains. “With our previous solutions, I knew that we were just going to be trying to fit a square peg into a round hole to get things to work. And I thought, why? Why do we want to continue doing that to ourselves for the next several years?”

The credit union turned to the Enterprise Conversion Solutions (ECS) team from Jack Henry to convert their two major data systems and bring everything together.

Working with ECS, the largest conversion team in the United States, financial institutions like Silver State Schools Credit Union can gain seamless conversions of check images, statements, COLD reports, document images, and all associated index data from platform to platform. And because ECS converts and imports all legacy system data as well as merger and acquisition content into current platforms, institutions can maximize the usability of go-forward information, regardless of its format or origin.

“I was really nervous about how everything would go,” recalls Christensen. “Our previous systems didn't have a lot of oversight and data governance from the metadata. But the team we worked with from Jack Henry was on top of everything and understood our needs.”



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Chief Information Officer, Silver State Schools Credit Union

With the help of the ECS team, the credit union was able to bring their documents and data together into the Synergy Enterprise Content Management (ECM) solution from Jack Henry.

Using Synergy ECM, credit unions can securely capture, store, retrieve, and distribute electronic documents, check images, and report data. The platform supports virtually all types of electronic information, including reports, scanned images, PDFs, photos, sound files, application documents like Microsoft® Word and Excel®, and essentially any electronic file in an industry-standard format. Having a secure, central document repository (with immediate desktop delivery of archived documents) helps credit unions improve enterprise-wide productivity and effectiveness, streamline operations, support better-informed and timelier decisions, and enhance member service.

Silver State Schools Credit Union also added Synergy eSign document presentment, Teller Capture deposit automation, RemitPlus and RemitCentral for payment processing, and several other Jack Henry solutions, all of which integrate seamlessly with their Symitar core platform.

As an institution committed to prioritizing “people over profit,” Silver State Schools Credit Union has noticed improvements in their ability to serve members.

“Our front-end staff – whether it’s our call center, in branch, or even in my digital solutions team – they need to be able to quickly serve members and their needs,” observes Christensen. “We’re able to deliver a higher standard of service now because we can immediately give members that check copy they’re asking about – and that’s just one example. We’re in a much better position to meet requests because we’re working with meaningful data that is well-indexed based on how we built everything in Synergy.”

Silver State Schools Credit Union is excited about the results they’ve seen so far and looking forward to the future possibilities of their technology investments.

Christensen notes, “We certainly save a lot of time when it comes to teller capture and balancing. We’ve seen a lot of value already, but I know there’s a lot of untapped benefits that we can reach in the future. It will be an evolution. The



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foundation is in place now that we have all the solutions bundled under one umbrella with the integrations right there.”

Overall, Christensen was extremely pleased with the conversion process and how quickly the credit union was able to become more efficient with their data.

“My expectation was that it could take several months – maybe six to eight – trying to get all of our data qualified and mapped properly,” he remembers. “But from the time we started doing our mapping exercises to actually getting it booked in and data-qualified was literally only one or two months. That was probably my favorite part about everything.”

“We had a really good experience.”

reliably convert legacy and acquisition data

Improve your infrastructure and accountholder service with [content management solutions](#) and [data conversion services](#).

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