

Core Systems: Getting Upgrades and Conversions Right

At GalaxyPlus, we recognize that today's credit unions are living in an increasingly competitive and dynamic financial environment. To better serve their members, they must provide not only a fast and reliable core system, but also a robust offering of specialized, integrated products that, when combined, make that core system more efficient and accessible. That's where GalaxyPlus comes in. We understand this reality and, in response, are able to offer our clients a customized solution, combining professional services and support with the latest technological innovations.

Unlike many of their past counterparts, today's credit union executives are more willing to upgrade or change core systems for two primary reasons. First and foremost, they recognize that *not* offering a more robust solution will likely hurt their chances of streamlining internal processes, increasing new member enrollment and maximizing member satisfaction. They're looking for a data processing vendor who understands their unique workflow and enters into the relationship as a partner with a shared business strategy. Second, today's integrated technology has made upgrades and conversions better informed and easier than ever before. While still a challenge, especially for many smaller credit unions, the benefits of core system upgrade or conversion often greatly outweigh the disruption and cost.

However, with these new opportunities come new challenges. After all, any core system change or upgrade can affect more than just the credit union teller. In today's Web-based, self-service landscape, the number of end users needing training and support has grown significantly. Unlike past years, when a vendor employed a large technical conversion staff, successful vendors today focus on diverse, tailored professional services complete with training, member-facing marketing support, and more.

In response, all GalaxyPlus implementations and conversions begin with a team of skilled business analysts who view the credit union industry from both the client *and* the member perspective. These analysts work alongside our dedicated group of conversion and project implementation specialists to ensure a seamless transition, both for the credit union and its members.

Complementing our professional services group is our focus on a Service-Oriented Architecture (SOA) approach. This approach makes our products easier to implement and better able to integrate with multiple financial service solutions.

GalaxyPlus also offers some of the industry's strongest member-facing products. As more and more credit union members demand secure, remote access via a familiar, Web-based environment, the role and very definition of "core system" continues to evolve. From a best-in-class Disaster Recovery solution to our celebrated home banking product, Netbranch Plus, GalaxyPlus has been anticipating this evolution and is now able to deliver a true member-centric design.

In short, GalaxyPlus helps credit unions better serve their members via anytime, anywhere financial services. As a comprehensive solutions provider, GalaxyPlus offers the kind of products, services, and support that enable our clients to distinguish themselves in today's competitive landscape. We understand that our clients are only successful if their members are successful.



Vince Francone
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Vince Francone is the Senior Vice President of Information Technology at GalaxyPlus, a leading solutions provider for credit unions and their members. Vince joined GalaxyPlus in 2003 and leads Development, Technology, and Support Services for the entire organization. Prior to joining GalaxyPlus, Vince served as the Vice President of Information Services at Phoenix Group, where he led a team of 160+ developers and technology specialists. In addition, he held other positions as a senior technology and operations executive, managing information and technology solutions in the manufacturing, telecommunications, and financial services industries. Vince earned his B.S. and M.A. from DePaul University in Chicago. A leader in the development of credit union systems, GalaxyPlus provides data processing solutions to more than 325 credit unions nationwide, offering the best in products, features and functionality.