



North Shore Credit Union

Banking on Better Service

Customer Details

North Shore Credit Union
www.nscu.com

Country or Region

North Vancouver, Canada

Industry

Financial Services (Credit Union)

Customer Profile

North Shore Credit Union provides expert advice on banking, loans, investments, and insurance. It has \$1.8 billion in assets under administration, nearly 300 employees, and 40,000 members. NSCU is also designated a Caring Company by the Canadian Centre for Philanthropy and is a proud member of Canada's IMAGINE program. North Shore Credit Union has also been honored numerous times as one of the most technologically innovative financial institutions in North America.

Business Situation

To provide better service and compete with globalized financial services institutions, North Shore Credit Union needed to improve its understanding of each member and expand the value of every relationship.

Solution

North Shore Credit Union selected Pivotal CRM to improve customer retention, increase profitability, and provide superior service.

Benefits

In the first full year of its Pivotal CRM implementation, NSCU enjoyed:

- Dramatic increase in revenue—up 41%
- Rise in profitability—up 40%
- Improved employee satisfaction—up 11%
- Better employee productivity—up 10%
- Customer retention up from 70% to 90%

NSCU achieves dramatic ROI with Pivotal CRM

Building and maintaining solid member relationships, technological innovation, and exceptional service have long been the core of North Shore Credit Union's (NSCU) success. In the competitive, rapidly changing financial services industry, NSCU needed to improve its understanding of each member and expand the value of every relationship.

"Our greatest challenge was dealing with other financial institutions that were globalizing, reducing costs and therefore providing their services at a cheaper price," explains Chris Catliff, CEO and President of NSCU. "In order to compete on price, we had to provide better service. We needed a way of managing their expectations and providing service that was notably better than our competition. And our CRM strategy was the answer. It was a simple solution to a very complex problem."

Looking for the Right Solution

North Shore Credit Union needed to better match up services to members in order to improve customer retention, increase profitability, and provide superior service in an increasingly competitive environment. The goal of this more personalized service was to ensure that instead of waiting for a member to initiate a loan, mortgage, or financial consultation, NSCU could use sophisticated "profiling" technology to proactively target candidates for financial services. The idea was that by using factors such as age, family situation, and financial outlook, NSCU employees could build a solid profile that allows them to make precisely timed, strategic offers.

The company's choice for this was Pivotal CRM, a flexible client relationship management solution. "Pivotal CRM met all of the criteria we established," says Catliff. "It allowed us the flexibility to take just what we needed, and then develop the product as we evolved."

The result was a system that provides for a holistic relationship view of each member. Employees can investigate a member's full financial picture and determine who may

be considering a mortgage or thinking of retirement. As part of this profiling, NSCU records when a member has a mortgage or investment elsewhere. It can then take the initiative when the term of that mortgage or investment may be ending.

Profiling is not new to the credit union. But as internal systems became more complex, the previous paper-based method became cumbersome and difficult. With online banking, online brokerage services, and an after-hours call center staffed with financial advisors, NSCU needed a consolidated view of member activity for each sales channel.

Real Results with Measurable Benefits

The results of implementing this solution have been significant and highly visible. "This solution has benefited North Shore Credit Union significantly. Since we implemented the Pivotal CRM solution, we have grown quite fantastically," says Catliff. "We have grown between 20 and 25 percent each quarter—on an annualized basis—since we implemented Pivotal CRM. Prior to that, for five years, we really had no growth. Part of the reason for that is that we have tied Pivotal CRM into our whole customer-intimate business strategy. It has increased our margins—our return on equity is up to 18 percent, which is very, very good for our industry. And it has also increased our reach to members."

Fred Cook, CIO for North Shore Credit Union, agrees. "We have almost 40,000 members, and fantastic retention rates," he said. "We were pretty industry-standard for retention rates on mortgages, term deposits, and that sort of thing before the solution implementation—around 70 percent—and we are now in the mid-90s. That is almost unheard of for a financial institution. Our employees are wonderfully proactive, and our members obviously appreciate that."



For more information about Pivotal CRM customers, please visit www.pivotal.com/customers or call us at 1-877-PIVOTAL (1-877-748-6825).