

Integrating Digital, Payments and the Core

Like most credit unions across the country, our credit union partners have seen large increases in electronic channel usage from their members stuck at home during the lockdowns. Remote Deposit Capture numbers have skyrocketed – ESP supports the squirrelRDC app that is easily downloaded from iTunes or the Google Play Store and fully integrates into our Mobile Banking platform. It uses Single Sign-On (SSO) which makes interactions secure, seamless and efficient. Our Home Banking solution has been our most used ancillary service since day one, but the pandemic has seen usage go to whole new levels. Our clients love the low cost of this module and the fact that E-Statements, E-Notices, Bill Pay (w/ Single-Sign-On), Intuit Quicken/QuickBooks and MoneyDesktop can all be integrated easily and quickly. Meanwhile, our in-house built Mobile Banking solution has seen similar gains, and Mobile Bill Pay (iPay), check imaging, transfer funds, stop payment and account inquiry are some of the included features.

Fortunately, we revamped our popular fully-hosted Audio Response just before COVID-19 started so it was ready for increased demand. We manage the phone numbers as well as all connectivity with this cloud-based offering. Bilingual, custom messaging, etc. are all features to this great new solution. Outbound communications are also critical during stressful times so many CUs are taking advantage of SMS/Text Messaging as a one-way communication method to their members. It is an unbeatable way to remind them of lobby closures, fraud alerts, new loan programs, loan deferral options, and much more.

Our Technical Support Services offers the ability - at no cost - to set up a software-based VPN, used in conjunction with a laptop and mobile hotspot or Wi-Fi, to allow credit unions to engage in critical teller activities when branches are unavailable. Needless to say, we were very busy configuring remote workstations at the beginning of the outbreak. Video meetings, remote training and Webinars have all proved popular as well. As we go forward we have implemented fully remote conversions to make safety a priority for credit union and ESP staff members; we also have an interesting project that we have undertaken with a student-run university credit union startup that will be operated completely online. Our developers have been working overtime developing APIs to ensure smooth third party FinTech integrations into our FORZA3™ core for them and all of our clients.

The digital acceleration is also evident in payments as more and more members are looking to send money electronically. We offer P2P payments in partnership with Allied Payment Network. Not only does this provide real-time transaction speeds and has layers of fraud protection built in, but it lets recipients take payments through standard ACH or in real-time to their debit cards. Equally powerful, A2A allows users to add a new external account and schedule a transfer to/from that account within the same session. Whether it is in the digital channels, payments, or the basic core system, our goal at ESP has always been to help small to mid-size credit unions compete with larger FIs, while delivering exceptional personalized customer service.



Contact Info

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Matt Lefler is Vice President at Enhanced Software Products, Inc. (ESP). Matt is part of a management team that is a balanced group of both technology and Credit Union industry professionals because we believe that a pure technology approach often loses its focus on the business it is supposed to be servicing. For over 20 years, ESP has focused on redefining the standard high tech company model. Our initial product was acquired in 1996 from a very large publicly held company. As a privately held company, ESP has been able to focus on what we feel is important to our customers while many public companies are focused on meeting stockholder expectations. ESP is growing steadily - not through merger and acquisition, but through pure quality and performance.