

### *Core Systems: The Foundation of Your Member's Experience*

Credit unions' core competency is providing great service to their members, whether in person at the branch, over the phone, or via digital self-service channels. While technology is a great enabler, it can be extremely challenging for many credit unions to run in-house core data processing systems. That is where we come in: MDT can handle all of their technology needs while credit unions maintain a laser-like focus on delivering a great member experience.

With the robust Symitar Episys core platform as the foundation of operations in our secure data centers, our credit union partners can add new products and services and tailor their offerings for their specific field of membership. The end user experience and workflows are optimized for credit unions. And, because of today's rapidly changing marketplace, we also offer the ability to customize the system to address unique needs. Using tools like Symitar's PowerOn, our experienced developers can modify the Episys core processing system in a multitude of ways to tailor it to a credit union's specific requirements. Given our fifteen years' experience in successfully converting credit unions, we know how important it is for each credit union to be able to design and create data screens, automate tasks and develop their own workflows. With the flexibility of the Episys platform and our expertise in customizing solutions, each of our clients has the unique functionality and product mix they need to meet their members' financial needs.

Equally important is the ability to provide interfaces for third-party solutions that other core platforms may not support. Our business analysts and project managers have deep, hands-on credit union experience, and they work hand in hand with credit unions and our programmers to accomplish these goals. We use Symitar's SymXchange to simplify integration with third-party vendors and maximize the power and operating flexibility of Episys. We also use Symitar's SymConnect to support interactive data exchanges so that credit unions have the freedom to use a wide range of products and services available in the financial services industry.

In addition to our core data processing solution, we offer seamless, top-to-bottom IT solutions. Our comprehensive offerings include: BSA/AML, RDC, PFM, Bill Pay, Mobile/Online Banking, eAlerts/eNotices/eStatements, Email Hosting, In-House Credit Cards, and more. The beauty of offering all of these services through our CUSO model is that we can partner with top-notch vendors and share the cost of their products across multiple clients. This means that even smaller credit unions can afford to offer great financial products and services. Our CUSO's SaaS model can easily scale, so we can provide all credit unions economical access to the finest in financial services, whether they have 7,500 or 75,000+ members.

All of our offerings to credit unions, regardless of size, are delivered with our number one strategic driver in mind – Service. Just as they strive to be all about service to their members, we do the same for them according to the credit union philosophy of "Service First."



**Matthew Baaki**  
Chief Technology Officer



#### Contact Info

[www.mdtmi.com](http://www.mdtmi.com)

**Matthew Baaki** is Chief Technology Officer Of Member Driven Technologies (MDT) and provides leadership in the strategic areas of product selection and integration, product implementation, and client service. His 16-year career in the credit union industry includes tenure at both a credit union and a CUSO and also includes responsibility for software services, professional services, client relations, and training. Matt currently serves on several specialty advisory boards and committees, offering his expertise to the continuous evolution of financial products and services for both MDT clients and other credit unions.