

Integrating Digital, Payments and the Core

The digital channel involves any touch point with members. For this reason, Sharetec is developing and implementing the best of breed model, starting first and foremost with an industry leading Internet and mobile platform. How members interact and their perception of the credit union starts here and grows with the additional partners integrated to Sharetec. Our commitment to this point is evidenced by our newest version of both platforms, a true “omni-channel,” allowing members to efficiently achieve their financial goals.

Next, Sharetec selects outstanding ancillary partners that best meet our customers’ needs and strategic goals for current and future growth. When you clearly understand the customers’ needs and goals, there is a clear path to investing in the relationships with each of our ancillary partners, and to supporting our partners’ integration efforts.

Sharetec reviews each prospective partner by asking several questions: Is there a need in the industry that credit unions are seeking to solve? Is the partner able to integrate the product/service(s) into the platform for ease of use by internal CU staff? Will the product/service(s) provide a tremendous experience for each member?

By keeping our customers first, continually investing in the Internet and mobile platform, and developing and maintaining strong relationships with our chosen partners, Sharetec delivers a well-integrated, powerful, and up-to-date platform that benefits everyone.

Sharetec partners, such as Allied Bill Pay, SWBC and ProPay, allow our customers to offer A2A and P2P payments, seamless payments to another FI, and rapid and convenient loan payments with ACH or debit cards, providing the ultimate flexibility to members. Sometimes it is not about moving money but knowing how money is being managed, how credit scores are integrated to SavvyMoney, and how general budgeting is completed through PFM.

When the pandemic hit in March 2020, Sharetec customers were well positioned to transition members to going ‘totally digital’ in order to meet their banking needs. Members who had dabbled in online banking fully embraced it, while those who had not yet enrolled quickly did so.

Sharetec’s fully integrated Internet and mobile banking, remote deposit capture, online loan application, and remote signature capture enabled credit unions and members to continue doing business as usual, albeit remotely. Additionally, being able to leverage Sharetec’s email marketing capabilities to communicate changes in hours, operating procedures and how they are adapting to the new public health guidelines was also beneficial.

In response to the CARES Act passed by Congress, Sharetec was quick to review the law to assess the impact on credit unions. Credit union executives were polled to gather input prior to writing our first COVID-19 update, which was not only about helping customers achieve compliancy but also addressing their most urgent needs. Each of Sharetec’s approximately 250 credit unions received personal notification of the pending changes and any necessary updates were rapidly installed.

Sharetec Partners:

Bradford-Scott Data Corp

Data Systems of Texas

GBS

Northern Data Systems



Contact Info

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At Sharetec, we develop core processing solutions with two goals: make it smarter and keep it simple. Our system is scalable to meet the needs of credit unions of every size — all while providing a user interface that greatly reduces training time and the need for day-to-day support. Most importantly, we are committed to delivering excellent ROI and lower cost of ownership so you can stay on the cutting edge of technology without cutting into your botSince its establishment in 1993, Sharetec has grown steadily, welcoming over 50 new credit union clients in the past 3 years.