



Interface

A Newsletter from AFTECH

JPS Live on Itanium

Jefferson Parish School Board Employees Credit Union in Harvey, Louisiana, is the first AFTECH Client to go live on HP's Itanium.

The \$107 million credit union is using the HP Integrity RX 4640 base system, with the Itanium 2 CPU and two 300 GB hard drives for system disks. Behind the purchase lies the credit union's construction of a new operations center and its desire to have the best technology available installed to serve its 18,000 members.

Commenting on the move to Itanium, CEO Mark Rosa reported that "the hardware installation over the weekend went without a hitch, a tribute to AFTECH's well-trained staff. I appreciate all of the support that AFTECH gives to this credit union; we could not be where we are if it weren't for you.

The new computer is humming along. Very fast. We will make good use of it."

The last few months have been eventful for JPS, since the credit union lost its facilities – and had much of its staff displaced – for months after being hit by Hurricane Katrina.



Department Managers' Conference

More than 25 representatives of thirteen AFTECH Client credit unions met at the Four Points by Sheraton in Romulus, Michigan, February 16 for AFTECH's second Midwest Department Managers' Conference.

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Mary Bain, Catholic Federal Credit Union

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Another Fiserv Connection



➤ From the President

During the 1980s and 90s, AFTECH demonstrated its market leadership with the announcement of several first-to-market innovations. I am pleased to announce we are once again taking an

industry leadership role by supporting HP's latest technologies and with the creation of some amazing converged technology for our Clients' benefit.

We recently became the only OpenVMS credit union vendor to provide operational support for HP's Galaxy solution. Galaxy is a technology that partitions a single OpenVMS server so it can be used by multiple credit unions without any resource share. This means that each operational instance is assigned dedicated components, eliminating the possibility of crossover access and thereby ensuring data security and integrity.

As announced on page one, Jefferson Parish School Board Employees FCU became the first credit union to place an OpenVMS Itanium into production. This event culminates 18 months of AFTECH database and source preparation and the installation took place without a single instance of failure. It is proof that your investment in AFTECH will be supported by HP technology for the foreseeable future.

At our April Client Conference, we will demonstrate a unique example of converged Voice over IP, IVR and Call Tracking solutions that no other vendor is capable of offering. This solution promises to drive down operational cost, improve your member's experience and increase productivity. You will be wowed when you see it. We hope you can make the event and we can't wait to see you.

We appreciate your business,



Joe

Berg Named First Northern CEO

The Board of Directors of First Northern Credit Union has named Edward C. Berg as its new President/Chief Executive Officer. Ed has been employed with First Northern since 1994, initially as Vice President of Finance/Lending Services, and for the last four years as Executive Vice President.

During this period, First Northern grew over \$100 million in assets, from a single sponsor and location to a community chartered credit union serving more

than 28,000 members throughout northern Illinois. The credit union currently has five branches and \$235 million in assets.

Prior to his tenure at First Northern, Ed was Vice President of AFTECH Client Oak Trust Credit Union and a branch manager for Household Finance. An Illinois native from Bloomington, Ed is a graduate of Illinois State University with a B.S. in Finance.

ATPC Report

In our January *Interface* article, we introduced the changes made to the ATPC group and its role in assisting AFTECH with product improvements and new product development. We mentioned that we would become more active in facilitating interest from the Client base relative to new products and product enhancements by creating subcommittees consisting of subject matter experts to assist AFTECH in product design.

The first item on our project board is the Advantage Loan Queue. The ATPC group is leading the creation of a Task Force to work closely with AFTECH to improve the product, based on enhancement requests received from the Client base and ideas that you can provide us. If you or someone in your credit union has an extensive loan processing/origination background and experience with a queuing product we would like you to join the task force.

What would be required? For starters, there will be a survey distributed for your feedback. There will be conference calls, Webex design meetings and

email correspondence throughout the project. The total time estimated for the requirements and design phase for this project is 6-8 months. This may include one or two meetings a month or one every other month.

John Scott, Security Federal Credit Union, will be leading the recruiting effort and you will be hearing from him shortly. If you have interest in joining the task force, you can send your name and your loan processing/origination credentials to John at scottj@securityfcu.org.

Future task force committees are being planned so stay tuned, and keep looking for other exciting news from the ATPC. Review our monthly meeting minutes at www.aftech.com. Generate those wish-lists; and bring them to the ATPC open forum at the Annual Client Conference in Scottsdale, AZ. Your fellow ATPC Client representatives and AFTECH management will be there to listen and respond.

Amy Dugal,
Hannaford Federal Credit Union



Meet AFTECH:

Anna Rodgers

Anna was born in Brazil and grew up in Oregon. After graduating from Oregon State University, she went to work in client support at Summit in Corvallis. She then moved to

Pennsylvania to work in conversions for another credit union date processor (USERS), and met her husband Craig in Pennsylvania.

"I was very homesick, so I convinced my husband to move back to Oregon and —lucky for us — AFTECH gave me the opportunity to work

remotely. At first, working remotely was very difficult, because I didn't see my coworkers everyday. Little by little, I got used to it and now I enjoy it a lot," Anna reports.

Her job as EFT project manager, which includes online ATM/debit card/credit card upgrades and/or conversions, keeps her busy. When Anna is not working, she stays busy on her "farm", where she and Craig raise three goats, some chickens, bees, a cat and two very active young boys.

And when Anna isn't busy, she loves to read, garden, ski, golf, and hike!

Department Managers' Conference

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With an opening focus on security, speakers reviewed AFTECH system security; EFT security: the AlertMe identity theft security product; and network security. They then heard an overview of AFTECH's plans to provide multifactor authentication capacity for Internet transactions in compliance with FFIEC guidelines.

Other sessions looked at:

Health Savings Accounts, with discussion of how fast they will arrive, what they mean to your credit union, and what AFTECH is doing to help you offer them.

Lending, with a look at the features and benefits of the AFTECH lending platform, including the Advantage Loan Suite; secure document delivery through IMM; and the non-member loan program.

Personal Productivity, with a close look at some AFTECH innovations that help you where it matters most (at your desk and on your desktop): the Advantage Personal Portal and Task Dispatcher; Report Launcher; and Imaging and COLD.

Communications, with a first look at AFTECH's offering of a new Advantage-integrated telecommunications system and how it can improve member service and employee efficiency, while slashing your communications costs.

Plans for an East Coast Department Managers' Conference later in the year are underway.



Lynne Kindy,
Team One Credit Union



Barb Appold,
United Financial Credit Union



If you have any questions, concerns, or suggestions about AFTECH, or want more information, please contact:

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