



Interface

A Newsletter from AFTECH

AFTECH Adds First Massachusetts Client



Chicopee Municipal Employees Credit Union

Chicopee Municipal Employees Credit Union in Chicopee, Mass., will become AFTECH's first Client in Massachusetts when it converts from its present system November 1.

Chicopee's investment in AFTECH's Advantage online brings to the \$38 million credit union the full range of Advantage member service products. In addition, the credit union will be offering credit and debit card processing and the Wisdom suite of financial products, all backed up by AFTECH disaster recovery.

"It's always a difficult process trying to meet the needs of ease of use, flexibility of reports, service and pricing," said Ken Champeau, CEO of Chicopee Municipal ECU. "After a review of many fine systems, we found AFTECH to be the superior choice when all items were factored. We have an excellent but small staff and feel that we will be able to maximize our time and efforts best while working with AFTECH."

Expanded Disaster Recovery Program Unveiled

AFTECH has expanded its disaster recovery services to provide better coverage for Clients' current operations as well as a Service Only alternative for credit unions choosing to maintain their own recovery sites.

New services will also cover e-vault and encrypted backup recoveries, in addition to allowing AFTECH in-house Clients to use Advantage ASP operational coverage in case of a disaster.

The simplified offerings provide pre-configured packages built to

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Another Fiserv Connection



➤ From the President

AFTECH just passed its second year offering Advantage in the Application Service Provider (ASP) mode, so I thought it would be appropriate to share some additional details with you.

First, I think it might give all of our Clients some comfort to know that AFTECH (and AFTECH staff) are now end users of the business solutions we create and integrate. I know for sure that our ASP operational personnel are fully empathetic toward the people in similar roles at your office. Since these same personnel participate in the product design process, I believe we are building and releasing business tools that are significantly more user friendly and intuitive than ever before.

We have always recognized the importance of maintaining a reliable and stable operating platform; now the emphasis has been renewed, due to the service level requirements of our ASP Clients. We have invested in fully redundant hardware —surrounded by bullet proof security and supported by a world class data center — to ensure uninterrupted servicing. As a result, we have gained a keen understanding of the resources required and processes necessary to maintain stability. Our staff, like many of yours, has become especially skilled in utilizing SYSMON as the watch dog during lights out processing.

We have also learned the importance and value of validating our software's performance prior to moving it into operation, thereby avoiding

member disruption. It is now standard practice for us to load releases into our ASP center's test system to certify the implementation process. This experience has helped us better understand and improve the process of upgrades and should continue to result in a better implementation result for all of our Clients.

Many of our Client Solutions representatives have gained credit union operational exposure from our internal ASP cross training initiative. We are hopeful this experience will lead to improved service to all of our Clients, since our people have operated Advantage in the live processing system that you may be requesting help with. Our people have also worked directly with the many third parties and partner solutions in use across our Client community. This working relationship has provided a first person understanding of the processes and hopefully will help us better serve you as we assist with related issues.

Along with the addition of new Clients, we are planning to expand the center to include MFA services, eVaulting and near-time disaster recovery solutions. We believe the ASP operations center has yielded benefits for AFTECH and all of our Clients. We hope you agree!

We appreciate your business,



Joe

ATPC Report

The AFTECH Technology Partnership Council (ATPC) continues to play an active role in serving as a common voice for AFTECH clients. Any time you have a collection of clients asking for the same system functionality, it raises the likelihood of its development.

In recent reports we told you of the Advantage Loan Queue Task Force that was launched. This group has held several meetings since the last report, and is well on its way in the development of functional specifications. The ACH and Share Draft Return Task Force is also well underway. The functional specifications have been distributed to the task force team for review and comment. Thank you to all of the credit unions who have volunteered their knowledge base and time.

As the above task force projects progress, the ATPC is looking ahead to plan for future areas of interest (including more task force projects). In our June 2006 meeting, we discussed potential project areas that have been brought to the attention of the ATPC by AFTECH Client credit unions (such as the Safe Deposit Box product and Fraud Monitoring).

Also in this latest meeting with AFTECH we started a discussion on how AFTECH plans to address the older general product enhancement requests that have been on hold due to other higher priority projects. While being good ideas, they still were

deemed as being of lower benefit to implement than other initiatives at that time. The challenge now is to go back and review these older items to determine if they are still relevant. At our last meeting it was suggested that these items be referred back to the submitting credit union to determine the current level of interest.

Our monthly ATPC meeting minutes are available on AFTECH's Client Central at www.aftech.com. Whether you are a long time Client of AFTECH or just joined in the past year, your ideas are going to add value to the evolution of AFTECH's products and services.



*Lisa Aderhold, Director of IT
APCI Federal Credit Union*

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APCI Federal Credit Union**

AFTECH Expands Disaster Recovery Program

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cover today's disaster recovery needs. They include:

- Core System
- IVR Audio Response
- Internet Home Banking
- Windows server (optional)

Coverage for additional services is available on an optional basis. Data center declaration protection coverage is also available. This allows both data center use and AFTECH operations services to be included in the monthly charge.

In the event of a disaster, the first seven days in the data center are not subject to daily rates. The same option exists for AFTECH operations services.

Network connectivity options to the disaster recovery site will be available via ISDN, as well as broadband or analog VPN. Crash kits, comprised of preconfigured routers, firewalls and PC units, are available for quick shipping to affected Clients.

For credit unions in an area prone to natural disasters, AFTECH's Alert Service allows AFTECH to receive and prep for restoration before a disaster is declared. Data files can be received via overnight shipping or through Remote Backup/Restore services.

A new agreement will be required for all disaster recovery subscribers. Please contact your Account Manager to schedule a review of your credit union's coverage needs.



Meet AFTECH:

Greg Barkmeyer

Meet AFTECH's Lead QA Analyst, Greg Barkmeyer. A Bensalem, Pennsylvania, native and the older of two children (he has a younger brother),

Greg graduated from Villanova University with a bachelor's degree in finance. Having interned for two summers at Philadelphia Telco FCU (now Trumark Financial Credit Union), Greg was no stranger to the credit union community. It was due to this internship and the experience gained at the credit union that Greg was such a good candidate for AFTECH when Greg appeared at a career fair at Villanova University.

Starting off in the Client Solutions department, where he worked for 1 1/2 years, Greg was then given the opportunity to utilize his skills as a QA Analyst. After 8 years as a QA Analyst, Greg was promoted to Lead QA Analyst in 2006.

So what does the Lead QA Analyst do? Together with the rest of the QA department, Greg is responsible for testing all new products and developments before they are released to clients. This testing ranges from testing for non-conformities, writing test plans, regression testing for releases and assisting in product design.

In his spare time Greg likes to play golf and pool. A huge Villanova Wildcats basketball fan and season ticket holder, he currently resides in Phoenixville, PA.



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

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