

Interface

A Newsletter from AFTECH



Client Solutions Changes

As part of its continuing effort to improve Client satisfaction, AFTECH is realigning some responsibilities to provide an increased depth of staff experience in two crucial areas: Client Solutions and Professional Services.

Client Solutions provides software application and technical support for our Client Credit Unions. It is a high volume, high visibility contact center that includes a staff of support representatives and programmers.

In April, Andy Bahmueller will take the reins of Client Solutions. Andy's background and experience will bring a different perspective to Client Solutions. Now managing the Professional Services programming group, Andy — a Shippensburg University graduate — joined AFTECH in February 1993 as Technical Installer. Since then he has worked in new Client conversions, development programming, and has established himself as AFTECH's resident EFT expert. In 2006, Andy managed the ConvergeIVR product rollout.



Andy Bahmueller
Client Solutions

Laura Feudo, currently Director of Client Solutions, will move to a senior position in Professional Services, where she will take on high-impact, cross-functional projects. Laura will focus initially on managing ASP (on-line) conversions and streamlining associated operations for this growth segment. As part of her new role, she will also develop internal and external training materials as well as improve AFTECH's self-help tools.



Laura Feudo
Director of Client Solutions

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Another Fiserv Connection



➤ From the President

Along with Fiserv, AFTECH had a good year in '06. We achieved solid levels of growth in new Clients, revenue and earnings. We thank you for your support of our business.

Looking forward to '07, we plan to provide more value to our Clients by offering the business tools and services needed for growth and efficiency gains. We recognize the need for continued enhancement of the core processing system while providing market driven options for highly integrated attachment solutions. The solutions we are investing in place AFTECH at the forefront of emerging products and technology, especially in the area of enterprise-wide voice management.

We believe our Client-driven technology strategies present the opportunity for improved member service delivery and a better member experience. We plan to work with you to ensure we both realize the opportunity.

Several initiatives are underway to improve our services, implementations and documentation. The reason I mention this is because our Client surveys indicate these areas are in need of refinement. In this regard, we have asked Laura Feudo, current Client Solutions Director, to take ownership of several special internal projects

important to our strategic goals.

Andy Bahmueller, a long time contributor to AFTECH's success and current Electronic Interface Manager, will take over the leadership role for Client Solutions. I know that almost all of you know Laura and Andy, so please join me in congratulating them both on their respective opportunities.

The overall results of the Client Survey showed a 3% slide in overall satisfaction. We could prove statistically that a year-to-year decline is not significant, especially since survey results have been improving steadily for five years.

In my opinion, however, anything less than continued improvement indicates we are moving in the wrong direction. I want you to know that we are taking and will continue to take the necessary steps to improve our value to you. We will not be satisfied with doing as well as last year! I am looking forward to hearing your feedback on how we are progressing.

We appreciate your business,



Joe

Client Cooperation at a New Level

AFTECH's Ted Siuta has a story to tell about AFTECH-Client collaboration that elevates the concept to a whole new level! As he tells it, "While I've enjoyed all of the Client relationships I've built over the past 12 years, this particular experience was truly unforgettable. After the Eagles first-round victory over the Giants, I knew they would be playing the Saints the next week. I jokingly e-mailed Jeff

Conrad (CEO of Pelican State CU) to see if he knew anyone selling their Saints tickets for that game.

"Within a few hours, Jeff not only found two tickets, he gave them to us! When we arrived in Baton Rouge, a package was waiting for us at the hotel: two tickets to the game, and two issues of the Credit Union Times for us to read on the drive down to New Orleans!



Ted Siuta

"Despite the fact that the Eagles lost the game, this is probably my most memorable sports-related experience. We were going into 'enemy territory' wearing our Eagle finery, and were anticipating that we would be heckled and ridiculed in the hours leading up to the game.

"I was amazed by the warm hospitality we received! Even on Bourbon Street, Saints fans would walk right up to us, shake our hands and say, "Welcome to New Orleans! Of course, we hope your team loses, but, we're real glad you're here!" In this post-Katrina time, New Orleans is a city that not only needs to rebuild its buildings, but its psyche and its confidence.

"It was very clear that the success of the New Orleans Saints has become an integral part of the city's rebuilding process. When you come down to it, it was just a football game. But maybe, just maybe, the City of New Orleans needed that win a little more than Philadelphia did!"

ATPC Report

It's hard to believe we are now starting another year. The time flew by in 2006, but it was another great year for our group and we accomplished a great deal!

First, we created a new structure, with a Chairperson, Co-chairperson and a Secretary, each serving a three-year term. To ensure our team always has experienced members, we staggered the initial terms of these three positions.

As we begin 2007, our Chairperson, Michael Morgan from Pelican State, has another two years remaining. Our co-chair, John Scott from Security Federal Credit Union, has another year remaining and the term for our Secretary, Amy Dugal Smith from Hannaford Associates FCU, has expired. We are always looking for new members; if you or someone from your credit union is interested in joining, please have them contact one of our members. Once we have all interested parties, we will update you with who they are and who will be filling our position of Secretary.

One of our biggest successes this year was the formation of our Task Force Groups. Our first two groups — Loan Queue and ACH/Share Draft Returns — have completed their meetings and the product enhancements are in development at AFTECH. These will be available in the 2007 Annual Release.

Currently we have the Safe Deposit Box group developing specifications for enhancements and migration to Advantage. Next up is BSA/CTR (for

daily operations & CTR processing) and home banking. If anyone from your credit union is interested in joining either group, please have them contact an ATPC member; we would be happy to add them to our Task Force Group.

We also worked with AFTECH to develop a page on Client Central for us to share Crystal Reports with each other; this went live in October.

The web page has instructions on how to have your report posted and will list the reports submitted. If you have any cool reports or reports you think your fellow credit unions could use please submit them. This is a great tool for us to share our technology with each other.

Look for our next project: the AFTECH Client List Serve web page, to be live the first half of this year. Unlike the old forums, this webpage will allow us to sign up for specific groups. We will then be able to send e-mails to all members of the group requesting information, feedback, opinions, etc. with the other members having the ability to reply to the e-mail.

We always look forward to hearing from you, so feel free to contact us with ideas, concerns, etc.



Theresa Taggart
Information Technology
Manager
Sun East Federal Credit Union



Meet AFTECH:

Chris Bauer

Chris Bauer, AFTECH's Senior Local Area Network Administrator, started at AFTECH in 1992 in the systems group. For six years, he assisted in the support of Alphas and branch communications. In 1998, Chris moved to Harrisburg, but returned to AFTECH a year later to work in research and development.

Chris became a programmer and in 2003 moved into his current role as network administrator. Chris tackles many projects, including help desk assistance, operations, maintaining our network server, web server and VMS support.

Chris graduated from Penn State University with a degree in aerospace engineering but learned most of his computer skills here at AFTECH. He is still a Penn State fan and also enjoys Philadelphia's baseball team, the Phillies. He is a member of the championship Great Valley sand volleyball team here in Malvern and also enjoys golfing, reading and making home improvements.

He has lived in his home in Lansdale, PA, for the last seven years but grew up in Cheltenham, PA. He is the youngest of six children; three brothers and two sisters who all still live in the Philadelphia area.

Client Solutions Changes

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Laura, a Bloomsburg University graduate, joined AFTECH's training department in 1988. She quickly moved up to conversion project manager before forming the original Client Solutions department in 1991. Laura has been an active participant in AFTECH's Advantage design/functionality, as well as leading such initiatives as on-line documentation. In

2004, Advantage ASP (on-line) was launched and has been under her direction since.

Laura's knowledge of software, our industry and AFTECH's Clients is invaluable. She will quickly be able to put into place processes, procedures and materials that will increase efficiencies for our credit union Clients and our own staff.



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

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