

Interface

A Newsletter from AFTECH



Client Conference a Success!

AFTECH's Charleston Client Conference was a big hit with participants, who represented 60% of AFTECH's Clients. From keynote remarks focused on BSA and anti-money laundering issues to a literally hypnotic closing, the Client Conference provided a wide range of educational opportunities and chances to relax and network.

Fiserv Group President Joe Barry gave an update on the Fiserv 2.0 initiative and what it means to AFTECH Clients, while AFTECH President Joe Antellocy and other AFTECH managers reviewed the past year and outlined new products and services under development.

In the course of the three-day event, AFTECH recognized U.S. Employees Oklahoma City FCU as this year's winner of the AFTECH Star Award for its exemplary integration of AFTECH products and services. Also recognized for landmarks in their AFTECH partnership were:

- Discovery Federal Credit Union (25 years)
 - CTCE Federal Credit Union (20 years)
 - Freedom Credit Union (20 years)
 - Sun East Federal Credit Union (20 years)
 - First Capital Federal Credit Union (15 years)
 - Jefferson Parish School Board Employees Credit Union (15 years)
 - Tallahassee-Leon Federal Credit Union (15 years)
 - DuPont Fibers Federal Credit Union (10 years)
 - Hannaford Associates Federal Credit Union (10 years)
 - Olean Area Federal Credit Union (10 years)
 - PALCO Federal Credit Union (10 years)
 - Pelican State Credit Union (10 years)
 - Peoples Credit Union (10 years)
 - Security Federal Credit Union (10 years)
- Evening events included the

Technology Center, a showcase of innovation from AFTECH and its partners, and a reception and dinner at the Old Exchange, British headquarters when South Carolina was still a colony (and the next-to-the-last resting place of a number of pirates!).



AFTECH President Joe Antellocy presents plaque to Tom Rachael, CEO of PALCO FCU

More to Come...

Mark your calendar and make plans to attend AFTECH's Department Managers' Conference in Lansing, Michigan, June 6-7, and the first CEO Open Forum June 14 at People First FCU in Allentown, PA.

The Department Managers' Conference offers a look at NetEconomy, AFTECH's new antifraud offering, as well as enhancements to the Advantage system. The CEO Open Forum features Mark Sievewright as facilitator of a discussion aimed at cementing the AFTECH-Client relationship with a set of common goals for business success.

If you have questions about either meeting, contact Dick McConnell at dick.mcconnell@aftech.fiserv.com.

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Another **Fiserv** Connection



➤ From the President

"None of us is as smart as all of us."

*- Ken Blanchard,
American businessman*

I have always believed that by working in cooperation and spirit with our Clients and Partners, AFTECH could create better business

solutions and services to power our Clients' businesses. After sharing four days with both Clients and Partners while attending our annual conference, I am convinced we need to do more.

If you believe that "none of us is as smart as all of us", I am asking you to encourage your staff to participate in the collaborative initiatives we have underway. There are five primary forums for sharing ideas that are organized to appeal to a wide range of participants from all levels of operations.

AFTECH Technology Partnership Council (ATPC)

The ATPC provides a leadership role in sponsoring initiatives important to the Client community. AFTECH commits approximately 2,000 hours of development to the product priorities specified by the ATPC. The ideal council member should join from our Client's technology and operational leadership team.

Focus Groups

The ATPC and AFTECH have collaborated on identifying and sponsoring Focus Groups that provide intellectual and operational subject matter for new product development. All operational personnel with knowledge and experience in the specific development initiative are invited to participate. Focus Groups meet via conference calls and web based meetings (usually monthly) until everyone agrees the product's functional specifications represent the requirements set by the group.

Department Managers' Conferences

AFTECH sponsors two Department Managers' meetings annually, one in the East and the other in the Midwest. These meetings are organized to provide business tools usage knowledge to line of business personnel. The multi-day meetings are organized into distinct operational areas to optimize attendee's time investment. Everyone is encouraged to attend.

CEO Forum (New)

The CEO Forum was organized to gain insight from our Client's Senior Leadership at an industry and individual Credit Union perspective. We are encouraged the Forums will result in ensuring AFTECH creates the products and services to power our Clients' businesses in the face of competitive threats, regulations and growth challenges. All C-Level personnel are encouraged to participate.

List Server (New)

Since many people find it difficult to travel or participate in scheduled conference calls, the ATPC recommended we establish a List Server to allow "anytime" knowledge share. The List Server is organized into several operational or line of business categories so Clients can enroll in areas unique to their scope of expertise. We are hopeful our Clients will use the service as a forum to share ideas with AFTECH and with each other. All are invited to participate.

If there is anything we can do to better promote the collective thought sharing in our community, please let me know. I am confident that providing everyone an opportunity to weigh in on topics will result in terrific results for all of us.

We appreciate your business,



Joe

ATPC Report

AFTECH's Technology Partnership Council (ATPC) held a break-out session as part of the Charleston Client Conference. The session was attended by roughly 30 conference attendees. This was a pleasant surprise and shows the commitment that the AFTECH Clients have to making the partnership with AFTECH work.

The session started with ATPC Chair Michael Morgan introducing the group members and reading the ATPC mission statement. Next, Council member Colleen Crane covered the AFTECH Task Force groups and shared positive feedback from various credit unions that had participated in Task Force groups.

In case you haven't heard about AFTECH Task Force groups, these are groups of individuals from credit unions that would be deemed subject matter experts (SME) on various topics that AFTECH is looking to implement or improve. The group meets with AFTECH and helps make decisions on product enhancements and features. This is a very good way for your credit union to have a voice in how new software is developed on the AFTECH system.

Next Terry Taggart reviewed the new AFTECH Listserv which replaces the old AFTECH Forums. The ATPC Listserv is used for a transfer of information, including ideas, opinions and experiences, between AFTECH Clients. The ATPC Listserv allows AFTECH Clients to discuss topics via email. Everyone is able to send email to the list and have it distributed to everyone else on list. To learn more about the ATPC Listserv and to subscribe to the Listserv, go to the ATPC Listserv page at Client Central at: https://www.AFTECH.com/support/atpc/atpc_listserv.htm

The session ended with Mark Schuiling leading a question and answer portion of the presentation. Each participant who asked a question or shared ideas during this period was awarded a ticket for a drawing for a 4 Gb thumb drive. (The ATPC sponsored a drawing for an iPod during the regular portion of the Client Conference.)

At the end of the AFTECH Client Conference, the entire group of Clients was brought back in for a closing session. During this final session Michael Morgan took the opportunity to address the entire client base on what the ATPC does, reminded everyone about the AFTECH Task Force groups and newly formed Listserv and thanked everyone who participated in the break-out session earlier in the day.

All in all it was a very successful meeting.

Everyone seemed excited and pleased with the session and many, many positive ideas were shared. It is time to use this synergy that is building and do great things together. It is time for you and others in your organization to get involved with the ATPC, AFTECH Task Force groups and AFTECH Listserv to make a difference in your credit union.



John Scott
Vice-President, Information Technology
Security Federal Credit Union

Lehigh Valley Adds Paytraxx

Lehigh Valley Educators Credit Union launched its first bill payer program, using Fiserv's new Paytraxx offering. Paytraxx offers rapid implementation for faster time to market; creates greater transaction processing efficiencies; and minimizes transaction workflow and operational disruption through integration with existing ACH or EFT processing rules.

Judy Lucci, the credit union's IT Manager, comments that "Paytraxx is going very well. The product has

many great features and is very user friendly. Our members love it, and since we have begun marketing bill pay, we have had over 175 members sign up in less than one month. The people that I have worked with at Paytraxx are very knowledgeable and helpful."

For information about Paytraxx, please contact your AFTECH Account Manager.



Meet AFTECH:

Simone Feudo-Probst

Simone Feudo-Probst is one of AFTECH's valued Client Solutions Representatives and has been with AFTECH for 12 years, coming from

Mellon Bank in 1995. There, she was first a teller who was promoted to customer service, then to Supervisor of the Overdraft Unit.

She was at Mellon Bank for 14 years before coming to us as a Client Solutions Representative. At AFTECH, Simone assists Clients with any Back Office issues they may have. She also works on bulk poster recoveries and gives training sessions on Warehousing for fellow AFTECH employees.

Simone grew up in Ridley Park, PA, and

attended Temple University to study theater. She enjoys scuba diving and met her husband of 15 years, Doug, when her car broke down and Doug — a mechanic at the time — helped her out! Doug is currently a systems analyst for Safe Lite Auto Glass.

Simone resides in Upper Darby, PA, with her husband and 12 cats. She enjoys rescuing stray cats but she says, "12 is my limit!" Halloween and Christmas are her favorite holidays but she especially likes Halloween. Every year, she and her husband decorate their home where they create a new show for their community to enjoy. The staff here at AFTECH knows that Simone is a trivia buff about movies, television and music!

*** Remember, AFTECH is moving to new offices effective June 8! Make a note of the new address and telephone/FAX numbers (toll-free numbers, web addresses and e-mail addresses are unchanged.)*

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

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