



# Interface

A Newsletter from AFTECH

## AFTECH Adds Ohio CU

Auto Workers Credit Union (Mansfield, Ohio) is the newest addition to AFTECH's Client



roster. The \$40 million CU, serving more than 8,000 members, will use AFTECH's Advantage ASP.

By choosing Advantage ASP, Auto Workers CU receives the full range of AFTECH products and services. In addition to Advantage core processing, the credit union will be adding AFTECH's ConvergeIVR audio response; **aftech@net** for Internet banking; the Fiserv Wisdom accounting suite; IMM e-Receipt, eAtlas, and eCheck products; as well as AFTECH's disaster recovery services.

AFTECH President Joe Antelloccy welcomed the credit union to AFTECH's Client base in Ohio, commenting, "We are happy and proud to add Auto Workers Credit Union to our list of Clients, and especially pleased that references from current Clients played significantly in the credit union's decision."

## Looking Back

2007 was an eventful year for AFTECH, full of new products and innovations for Clients. One of the most popular is AFTECH's Call Center and Audio Response system. ConvergeIT offers credit unions the economies of voice over internet protocol and brings credit unions an economical Call Center capacity that improves member service and offers IVR account access.

Electronic statement access is also proving to be a big hit. First Capital FCU, Downriver Community FCU and People First FCU have all invested to provide member statements through **aftech@net**. Members can view their statements via the Internet and opt to eliminate receiving paper statements entirely.

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### Meeting Change!

The Midwest Department Managers' Conference originally scheduled for March 19-20 has been rescheduled for September 4-5 at the Sheraton Lansing in Lansing, Michigan. The AFTECH Client Conference takes place May 6-9 at Saddlebrook Resort near Tampa, Florida.

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Another **Fiserv** Connection



## From the President

*As we start another year, I wanted to share with you some of the achievements and successes AFTECH enjoyed in 2007. It was a very good year for AFTECH because of the continued*

*support of our Clients and the hard work of our employees.*

*Let me review the most prominent successes and achievements:*

*We received an unqualified SAS 70 report from our auditors, which is as good news for you as it is for us.*

*We added two new Clients – Auto Workers CU in Mansfield, OH, and Associated School Employees Credit Union in Youngstown, OH.*

*We also migrated two more Clients –FAA Eastern Region FCU in Clark, NJ; and Hannaford Associates FCU in Portland, ME — from AFTECH's Advantage in-house product to Advantage ASP.*

*We celebrated some other successes that may be less obvious to our Clients, but nonetheless remain important to them for two reasons: they indicate that AFTECH continues to be at the forefront of technological innovation, and they provide AFTECH with adjacent market revenue sources.*

*Foremost among these is ConvergeIVR, the AFTECH-developed audio response system. So far, 24 AFTECH Clients are live with ConvergeIVR, and another 12 are in the installation process. In addition,*

*the system has been embraced by four other Fiserv credit union core processors.*

*Similarly, the AFTECH-developed NetCredit product is used by every AFTECH Client, and is now in place at three other Fiserv CU core credit union processors.*

*We successfully completed our move into a new location with no disruption in service. Two other, albeit smaller, efficiencies helped reduce our operating costs: a move of our human resources and risk management functions to a central Fiserv service.*

*In summary, we have added Clients; maintained a competitive technical advantage; developed new sources of revenue; and reduced operating costs. All of these mean we are well positioned to continue to improve service for our Clients.*

*We realize that none of our successes would be possible without our Clients and we are honored by and appreciative of your support for our business. We are looking forward to working and collaborating with you on improving operating efficiencies, beating the competition and providing high value membership service.*

*We appreciate your business.*

*Joe*  
Joe

# ATPC Report

2007 was a busy year for the ATPC and the upcoming year promises to be just as productive and busy. We are very proud of our accomplishments and partnership with AFTECH and look forward to the continuation of this very important function in 2008.

The ATPC is made up of individuals from various AFTECH Client credit unions who volunteer their time and effort to the success of the group. The group has three executive members who have a little more responsibility than regular members. Executive members serve rotating terms, and this year mine is up.

I plan to continue playing an active role in the group, but will not be an executive member. Having said that, the ATPC needs someone to step up and take my place as Co-Chair of the group. If you are interested in joining the ATPC or taking over the Co-Chair position, please contact Joe Riccardo at [joseph.riccardo@aftech.fiserv.com](mailto:joseph.riccardo@aftech.fiserv.com). There are three executive positions: Chair, Co-Chair and Secretary. Each executive member has a three-year term. Currently no term is set for regular members.

## Executive member responsibilities

**Chair:** Run meetings, distribute meeting agendas and coordinate meeting and conference calls.

**Co-Chair:** Fill in for the Chair in absence and manage task forces, as needed.

**Secretary:** Provides minutes to the group and website and coordinates information gathering with the Client base.

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



## Looking Back

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Pioneer FCU and Team One Credit Union have taken advantage of AFTECH's Shared Branching Acquirer capacity, which allows non-members to conduct business at any Pioneer or Team One branch and allows Pioneer and Team One members to conduct financial business at other credit unions offering shared branching.

The advice from Pioneer President/CEO Anita Twitchell for other credit unions? "Just do it! It's a real service to credit union members and it truly exemplifies the credit union spirit and philosophy. Can you ever see a bank doing this?"

APCI FCU in Allentown, PA., invested in AFTECH's Advantage Loan Suite, expanding the credit union's ability to monitor and track each application.

DuPont Fibers FCU and USSCO FCU both invested in AFTECH's Non-Member Loan product. This allows credit unions to accept and process loan applications for individuals who are not currently members of the credit union. Loans can be created in person or

via self-service portals, such as **aftech@net** or Advantage API. Non-members using this service are assigned an account number until membership can be approved.

One of AFTECH's newest offerings – Fiserv's NetEconomy — was selected by Jefferson Parish School Board Employees' Credit Union in Harvey, LA, to help prevent money laundering and other forms of fraud. NetEconomy offers a complete range of anti-money laundering (AML) processes and compliance practices. (To see a video about NetEconomy, log in to Client Central at **www.aftech.com**.)

AFTECH's most popular offering in 2007 was the RSA multi-factor authentication security solution to prevent Internet-related fraud and identity theft; 41 Clients have invested in the MFA solution.

For information about these and other AFTECH products and services, please contact your Account Manager.



## Meet AFTECH:

### Rachel Orosz

As a second-level programmer here at AFTECH, Rachel Orosz plays an important role involving EFT transactions. She handles the programming side of certifications for Anna Rodgers, who is an AFTECH Project Manager.

Rachel works with the EFT interface, transactions and processing along with plastic cards. She was also a part of the Shared Branching Acquirer project, assisting with custom work for various Clients. Rachel started here at AFTECH in 2005 as a programmer for the Professional Services department and moved into Development about six months ago.

She grew up in the Lansdale area of Pennsylvania and attended North Penn High School. Upon graduating, Rachel attended Albright College in Reading, PA. She received a Bachelor of Science in Computer Science and minored in Pre-Law. Rachel got her start in the financial industry by working summers at Harleysville National Bank.

She then moved to Siemens Health Solutions (formerly Shared Medical Systems) in Malvern, PA.

She started there in lab support and customer service before moving on to become a Regulatory Quality Analyst. She spent 13 years at Siemens and assisted in processing audits.

A coworker introduced her to AFTECH and she moved here along with a few other Siemens employees. Besides her job, Rachel enjoys spending time with her younger sister Kathryn and brother-in-law Mike. She especially enjoys her 4 1/2 year old niece, Memory, and is looking forward to a nephew on the way.

In her spare time, Rachel likes attending Flyers games with coworker Jennifer Hrynkow and has fun attending Phillies games. She also enjoys reading. Her favorite author is Elizabeth Peters, who writes mystery novels. Rachel has traveled to Ireland twice, so you can see why she likes the color green! She loves to see authentic Celtic crosses and drink "real" Guinness. She would like to go back to Ireland again soon. Golfing is another of Rachel's favorite pastimes.

Despite all of her hobbies, Rachel does enjoy spending time at home with her four year old cat, Athena.



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

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