



Interface

A Newsletter from AFTECH

AFTECH Adds BRECO FCU



AFTECH has added another credit union to its Advantage in-house Client list: BRECO Federal Credit Union in Baton Rouge, Louisiana. BRECO, with 4,500 members, will convert to the AFTECH system in June 2006.

BRECO's investment in AFTECH brings to the \$35 million credit union the full range of AFTECH's Advantage member service products. In addition, the credit union will be offering **aftech@net**, AFTECH's home banking product; credit and debit card processing; audio response; and the Wisdom suite of financial products; all backed up by AFTECH disaster recovery.

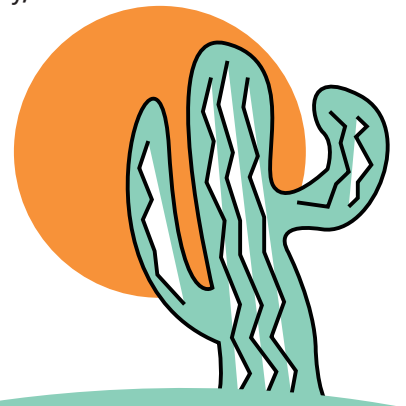
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Client Conferences Planned

AFTECH's Client Conference in Scottsdale is approaching, but that hasn't slowed planning for two more meetings, so take out your calendars and save these dates: Thursday, September 21, and Monday, October 2.

September 21 is the third annual Malvern Department Managers' Conference, featuring presentations on new AFTECH and Partner products and services, as well as a first-class networking opportunity for Advantage users drawn from outside the IT environment.

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Another **Fiserv** Connection



➤ From the President

Last year my wife and I enjoyed a Western Mediterranean cruise. During the entire trip a wireless Internet connection was available at prices ranging from 10 cents to 35 cents per minute. I took full advantage of the connectivity by answering e-mails and conducting personal business at sea. The quality of the connection was amazingly good at all times regardless of our geographic location. For me this was the perfect vacation because I was able to stay connected and return to the office with an empty inbox.

This year we have booked a Northern European cruise and I am hoping to be the first person to answer a phone call via a VOIP extension connected to AFTECH's PBX (Private Branch Exchange) in the middle of the Baltic Sea. I will be using a new tool called Extension Anywhere, which I have used for secure wired and wireless connections in the past.

The reason I mention this is because AFTECH — together with AltiGen, our VOIP Business Partner — has created a unique business solution that promises to provide a competitive advantage to our Clients. Extension Anywhere allows a

*remote agent to connect to a credit union's telecommunications platform **and** AFTECH's Advantage system, using a single Internet connection for both voice and data.*

This functionality can be enabled with a laptop configured with a network card (wireless or wired) and a USB telephone headset. Members can call the credit union's PBX system, then transfer from audio response IVR to a specified extension. This tool offers our Clients operational flexibility by providing remote agents with a full service workstation at a low price.

AFTECH is taking an industry leadership role with the deployment and servicing of integrated voice and data solutions. We expect our solutions will provide our Clients with a lower-cost, higher-value alternative to anything our competitors can offer. We are looking forward to helping our Clients enjoy the many benefits of converging voice and data systems.

We appreciate your business,



Joe

New AFTECH Phone System

Readers of AFTECH President Joe Antellocy's column in this issue can get a first-hand look at the telephone system he writes about just by visiting AFTECH's offices in Malvern. Late in March, the company completed a switchover to the VOIP integrated system he describes.

AFTECH is using the flagship AltiGen IP telephone, the IP-710. The device (see photo) offers powerful features like multi-line appearance, Intercom, full duplex speaker phone, caller ID, caller name, message waiting light, multi-feature programmable buttons, and large backlit display.

In addition, IP-710 telephones have 2 10/100Mbps Ethernet (RJ-45) ports so a single LAN connection can support both your telephone and your desktop PC. Other features include one-touch buttons to access voice mail, hold, conference, transfer, intercom, volume control, redial, speed dial and more.

In effect, the new phones – using Voice Over Internet Protocol (VOIP) – can link all AFTECH employees wherever located on a single communications system. In a credit union environment, the new system translates into improved branch communications; sophisticated call center operations; and a member-service IVR (audio response system).

Three AFTECH Clients – Lehigh Valley Educators Credit Union; U.S. Employees Oklahoma City FCU; and FAA Eastern Region FCU – are already using elements of the new system, and Jefferson Parish School Board Employees FCU will be adopting it in mid-April. For more information, contact your account manager.



Meet AFTECH:

Brian Weber

Meet Brian Weber, AFTECH's Software Distribution Coordinator. A native of Norristown, PA, Brian attended Millersville University,

where he graduated with a degree in Computer Science and English.

After graduation, Brian landed a job working as a technical writer for Shared Medical Systems (now Siemens Medical Systems). After working at Shared Medical for two years, Brian began working in the Data Safe Division of USERS. USERS provided Brian with a chance to use both parts of his degree by being involved with both installations and documentation.

After 4 years at Users, Brian wanted to further specialize, so he took a job at Unisys as a technical writer, and then worked at a small computer consulting company in Lansdale.

Brian began working for AFTECH in 1994 and has been working here ever since, starting by doing some technical writing and support and then moving into the software distribution field. And what does the Software Distribution Coordinator do? Brian is responsible for taking the Quality Assurance-approved software and making it available to Clients.

In his spare time, Brian enjoys running and has already participated in the Broad Street Run (a 10-K race) three times. Brian also signed up for another 10K, the Cherry Blossom Run in Washington, D.C., which supports the Childrens' Miracle Network and is sponsored in part by AFTECH.

Brian also enjoys reading E-Books on his Palm Pilot as well as vegetarian cooking. He has been married to his high school sweetheart for 25 years and Brian and his wife have an eleven year old daughter named Emma.

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Commenting on BRECO's investment in AFTECH, Ronnie Stephens — the credit union's CEO — said "We look forward to moving to the AFTECH Advantage system. AFTECH's support for its other Louisiana Clients in the wake of Hurricane Katrina indicated to us that this really was a company with

reliable people and reliable solutions."

AFTECH, a unit of Fiserv, Inc., provides the Advantage core processing system to credit unions either in-house or as an ASP, and also provides best-of-breed Internet member service tools, including **aftech@net**.

Client Conference Planned

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October 2 is a different sort of meeting: AFTECH's annual Client Appreciation Day. This is an all-play, no-work event designed to show AFTECH's appreciation for its Clients. With a two-track program featuring golf and a social event for non-golfers, Client Appreciation Day will open with lunch and close with a reception and dinner at the elegant French Creek Golf Club.

There is no charge for either event, although Clients are responsible for their own travel and hotel costs, if any.



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

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