# Cancun Conference a Big Hit!

Former NCUA Chairman Dennis Dollar

AFTECH Clients and third-party partners united to give AFTECH high marks for this month's Client Conference May 6-8 in Cancun, Mexico. First-class presentations, first-class food and accommodations, and great weather combined to win AFTECH the highest score ever on a Client Conference: 4.3 out of a possible five.

Former NCUA Chairman Dennis Dollar set the tone with an hour-long summary of the accomplishments of his tenure, as well as his vision for the future of credit unions. According to Dollar, the future is a rosy one... for about two-thirds of the nation's CUs. The rest, thanks to lack of vision or perhaps just an unfavorable environment, will cease to exist.

Fiserv's Joe Barry, Eastern Regional Credit Union Group President, followed with an update on Fiserv and AFTECH successes, including a financial status report. Then AFTECH President Joe Antellocy – supported by several members of the AFTECH management team – outlined how AFTECH could help its Clients remain among the credit unions that would flourish and grow in the years ahead.

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## Conference

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Following the morning session, delegates split into smaller groups for hands-on looks at AFTECH products and services. The first day's sessions included looks at AFTECH's Innovators Program; business intelligence tools, including AFTECH's sophisticated RD3 SQL-based data management product; and Retail Service Efficiency, featuring small footprint printers and signature capture.

Conference attendees gathered the evening of May 6th in the Technology Center, where AFTECH and sixteen partners demonstrated new products and services in a festive atmosphere of Mariachi music and Mexican food.

It was back to work the next morning, with speaker Rory Rowland explaining – with a lot of humor – why it was important to make your data processing provider your strategic planning partner, and why end users (loan officers, tellers, etc.) should have a say in how credit unions plan and use their data processing capacity.

Rowland was followed by NCUA Senior Trial Attorney John Ianno, who took attendees step by step through Patriot Act requirements, with side trips to OFAC. Friday afternoon saw more breakouts, ranging from a Shared Branching Roundtable to an overview of Release 2004, as well as a look at AFTECH's new VPN option for Client Support and Disaster Recovery. AFTECH also unveiled Wisdom, its new GL offering, during Friday afternoon. Last event for the day was an open forum led by AFTECH's Technology Partnership Council (ATPC).

Gerardo Ham

Saturday opened with more breakout sessions. Clients got to look at how AFTECH contributes to your credit union's bottom line; how AFTECH's new Vertabase software can improve project management for both AFTECH and non-AFTECH projects; integrating Microsoft Office tools with AFTECH's ApLaunch; the new AFTECH Personal Portal; and using the Internet to your advantage.

## STAR Award

AFTECH's Cancun Conference ended with an opportunity for Clients to fire questions on any topic at AFTECH managers (and they did!), and presentation of the AFTECH STAR Award.

Given annually at AFTECH's Client Conference, the STAR Award acknowledges outstanding contributions to the AFTECH partnership by a Client credit union, credit union official, or third-party partner.

This year's winner was Tami Ciccioli, CEO of Bridgeton Onized FCU, cited for her role as an early adopter of AFTECH products and services, most recently the new .net version of **aftech@net**.

***Next year? "Come Back to Your Roots" at AFTECH'S Philadelphia Client Conference, commemorating AFTECH's 25th Anniversary.***