

2015 Excellence in Technology Winners

Five credit unions were honored as winners of the 2015 CUNA Technology Council Excellence in Technology Awards at the Council's 20th Annual Conference, which took place September 27-30 in Orlando.

The CUNA Technology Council award recognizes outstanding approaches to technology challenges with potential for universal application across the credit union movement. The winners for 2015 are:

- **Unitus Community Credit Union** in Portland, Oregon had a winning entry with their Sales and Service Referral solution. Unitus Community CU identified an opportunity to improve their sales tracking process that had many manual components with dependencies on Excel spreadsheets. In order to streamline their processes and improve the experience for members and staff, they implemented a custom integrated solution within their core called "The Hub," noting that the perceived and proven value was critical for user adoption. After this solution was implemented, Unitus Community CU was able to incorporate better marketing campaigns, improve sales reporting and experienced improvements in their sales and service performance. [See the entry](#)
- **Educators Credit Union** in Mt. Pleasant, Wisconsin won for their submission titled "Tech IT Up a Notch," a program they implemented with the desire to inspire cultural change that encourages innovation, promotes collaboration, and generates "buzz" for their new online channels. Educators CU arranged a two-day high-energy event promoting creativity, encouraging collaboration, and rewarding innovative ideas. Chosen staff represented different departments or locations and promoted organizational diversity, and teams were formed to include, a great mix of teambuilding and innovation-oriented tasks. Educators CU gained great ideas of which they believe they will be able to turn into realities. [See the entry](#)
- **CASE Credit Union** in Lansing, Michigan is being awarded for their custom Information Systems Dashboard solution. This solution provides CASE CU a centralized location for many of the information technology (IT) related tasks, including scripts that perform file transfers and complex processes, as well as providing links to their commonly used sites and applications. CASE CU noted that IT often spends time improving processes for others and this provided them the opportunity to greatly improve their own processes. By centralizing these many processes and services, CASE CU experienced improved efficiency and reduced errors. [See the entry](#)
- **Ent Federal Credit Union** in Colorado Springs, Colorado won for their custom solution within their core called "Account Management." Ent FCU created a central portal to conduct many common account maintenance items that were previously accomplished by multiple tools. In addition to common maintenance items such as account creation and maintenance, they also incorporated items such as profitable pre-qualification lending features, red flag warnings, to do lists, and access to needed forms or disclosures. Ent FCU has received a lot of positive feedback from staff and members that identified the ease and speed that was gained from making this change. [See the entry](#)
- **Michael Mahiya, VP/CIO of XCEL Federal Credit Union** in Bloomfield, New Jersey is being celebrated as an Innovative Leader. Having learned many lessons from previous impactful experiences such as 9/11 (XCEL FCU was headquartered in the World Trade Center), Mahiya looks to the future with preparedness and e-Services in mind. Mahiya is interested in not just helping his credit union be ready to assist other credit unions that may not have the same resources, offering them access to their redundant resources in situations like Hurricane Sandy. Knowing that e-Service access and functionality is key when facing these types of scenarios, Mahiya and his credit union have been working on developing their own solutions such as a mobile wallet that can be readily used by other credit unions. [See the entry](#)