

The Value of Partnership

Under HRCU's Roof – 3 Years After Conversion

In June 2013, HRCU went live with Jack Henry™ Symitar® core processing through their partnership with Synergent. Having had some time to see the benefits of converting, along with the integrated solutions and unparalleled service they are receiving, hear what employees are saying throughout HRCU:



Brian Hughes
CEO/President

“I thought that going to a service bureau, our operating cost would be higher and that was something that we were really looking at carefully. But, what we found, is since we converted in 2013 to now, our operating costs have gone down. And we really feel as though that’s just a matter of efficiencies and just general operations. We’ve grown considerably in those three years and we have not had to add a lot of staff.”

Rosemary Shields
COO



“When we went through conversion and when conversion was done, I think we all believed that we could relax and take a break – that the overdrive would maybe settle a little bit. But what happened was the exactly the opposite. Because of our partnership with Synergent, we saw opportunity – it was clear. We have been able to add new products, change some of the ways we deliver our services.”

Kristy Methot
AVP of Financial Services



“Efficiency has definitely improved. Before, when we were balancing at night, we may have been here for 30 or 45 minutes trying to get everything done. Now, we’re able to schedule and have cut back a probably half hour at closing. The system is just much smoother, more efficient, more user-friendly. I do think that the system is a piece of that. Transactions are done quickly, it’s a really good process.”



Lynette Aucoin
Marketing Manager

“We’re now able to develop promotions that are highly unique and highly targeted, but it’s where we can really go after, to develop a certain program or promotion based on a segment of our membership.”

For more information, contact:

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