

Ser Tech



Challenges

- ❑ Legislative changes required Credit Unions to modify their process for receiving membership data from Credit Unions and approaching deadlines demanded urgent attention
- ❑ Satisfy the regulator's requirements without creating additional burdens for over 2000 Credit Unions
- ❑ Aggressive development schedule due to regulatory deadline
- ❑ Receive and track membership files from Credit Unions through the U.S.
- ❑ Provide near real-time decryption services

Business Background

- ❑ A recently enacted legislation prohibited Credit Unions from sharing sensitive membership data with 3rd parties
- ❑ Ser Technology clients depended on this seamless transfer of data for generating millions of dollars of revenue
- ❑ Not having application development expertise, Ser requested support from Teknion to architect a solution and prepare a response

Results

- ❑ Developed a platform and operating system independent solution to be deployed at thousands of Credit Unions with little or no IT support
- ❑ Teknion designed and developed the required system using a backend SQL database that receives, encrypts and forwards membership data to Credit Unions
- ❑ System is able to process data in any layout and receives on virtually any media
- ❑ Unattended processes minimize labor intensity
- ❑ A web interface provides reporting and status information
- ❑ Ser continues to encrypt and forward membership files through their database with virtually no external system maintenance