



## Elevate your Credit Union's reach and performance by combining system hosting with three essential elements – energetic **People**, superior **Products**, and innovative **Processes**.

### More Than Just a Hosting Partner

Outsourcing your credit union's operations is nothing new. But outsourcing it to WRG delivers game-changing improvements in performance. We understand that Service Bureau hosting is about a lot more than system infrastructure. It's about superior Products and innovative Processes. Most of all, it's about energetic People, with expertise you can't put a price tag on. When you combine the best of these elements together, you achieve quality that is worth more than the sum of its parts.

Since 2002, credit unions with assets up to \$1 billion have looked to WRG's Service Bureau for its unique, cost-effective blend of technology infrastructure and industry-specific vertical expertise. With nearly 40 clients, and the backing of Wescom, one of southern California's largest credit unions, we achieve scale that none of us can reach individually. This enables us to invest in the best platforms and systems to ensure fast response times, high availability rates, and worry-free automation.

In the years since our inception, we've innovated atop previous successes, to continually raise the bar on customer service, operational efficiency, and system functionality. As credit unions, we have a huge sea of technology shifts, competitors, and regulations to stay ahead of. Thanks to WRG, your Service Bureau partner can help you rise to that challenge.



## System Hosting

At the heart of UNITRI Service Bureau, is our world-class system hosting infrastructure. This includes:

- Two data center locations, across different states.
- On-site 24x7 security staff.
- Core hosting on state-of-the-art IBM P-Series server platforms.
- An AT&T nationwide carrier network.
- Meticulous physical and mechanical infrastructure and security.
- 2N or N+1 redundancy on all key delivery systems.
- Multi-tiered network threat detection and mitigation controls.
- Network monitoring and proactive notifications of system health.
- Built-in BCP failover capabilities across data center sites.
- A robust credit union network backbone that plugs you in with all of your key third-party providers with managed connections.



## People

Our team brings hundreds of years of combined credit union technology expertise, and exudes the excitement and employee passion that you look for in a business partner. Before your conversion contract is even signed, we start consulting with you to help you make optimal decisions about deployments and configuration. During the conversion process, we provide access to a variety of our subject matter experts. A dedicated project manager supports you week by week. A programmer works with you to optimize system jobs and processes. And a seasoned network engineer helps you ensure your connections are fast and reliable.

After you convert, you'll enjoy personalized individual Account Manager support that proactively notifies you when needed, and stands ready to assist when you need an extra hand.

**"It's just been awesome. Because of WRG's automation model, it's helped us automate a lot of the processes that we previously had to run in-house. WRG has become an extension of my IT department."** —Becky Reed, President/CEO, Lone Star Credit Union



## Products

Our Product philosophy has two foundational components. In the first, we provide access to an Eco-System of high-quality cost-effective pre-screened and integrated solutions for key services. Secondly, we offer open best-effort support for client-selected systems, even when these don't align with our Eco-System platforms. Our Product solutions include:

- High-performance, all Flash encrypted-at-rest storage solutions
- Digital Banking
- Voice response and speech interfaces
- Data center colocation
- Job automation and scheduling

**"We basically buy everything WRG rolls out. But it's also nice that when we go with other providers, we get the full support needed to make things happen."** —Derek Allering, Vice President of IT, St. Francis X Federal Credit Union



## Processes

Our Process entitlements include everything from daily job tasks to highly complex BCP simulations and tests – with a lot of things in between. By wrapping these seamlessly into UNITRI, we offload the time and expertise of our clients, enabling them to focus on the business of serving your members. UNITRI's Process components include:

- **Computer Operation Processes** – Daily/nightly, monthly, quarterly, and annually.
- **Hardware/Software Systems Maintenance & Management** – Including remote and on-site support.
- **Information Security & Risk Management** – preventing and monitoring for internal and external threats, and acting quickly and automatically when a threat is detected.
- **On-Going System Management** – Disaster Recovery Failover Testing, 3rd party connection testing, System Uptime Monitoring and Failure Detection.

We invite you to **contact us today** for more information or to schedule a site visit. Learn first-hand how a move to UNITRI Service Bureau can transform your operations and help you unlock the potential of your credit union!

