



CONNECTIONS NEWSLETTER

WINTER 2023

PRESIDENT'S MESSAGE

Dear Valued Clients,

Happy New Year! We're grateful for our relationship with each of you, and would like to welcome our newest UNITRI Managed Services clients -- Camino FCU, TEG FCU, and Community 1st Credit Union. Many thanks to Ernesto, Juan, Stephanie, Peter, Victoria, Cori, and Michael for choosing WRG as your Managed Services provider – we look forward to working with you and your teams in the days ahead.

In 2022, WRG continued growing our Managed Services and Tellerly businesses. We made new investments in infrastructure, including increasing the reliability and security of your data and backups. And we took big steps forward on Tellerly's device and core system integration roadmaps.

Internally, we continued developing our team, by assigning new leadership roles within WRG and our internal business partners at Wescom.

Looking ahead to 2023, we remain committed to building out our cloud-based services, including the deployment of Keystone on Red Hat Linux. We'll migrate network connections to a SASE architecture that provides more manageability and ease of access to our resources, from any location. And we'll extend Tellerly's functionality to Verifone's M440 terminal, providing new options to enhance your branch teller experience.

Thanks for your loyalty, and here's to a successful 2023!



Sincerely,

Dave Cerwinski

dcerwinski@wescomresources.com

SEE YOU AT THE CONFERENCE!

Keep an eye peeled for WRG team members at these upcoming industry conferences in the first half of 2023:

SymCentral Users Group	March 13-15	St. Louis, MO
NACUSO Network Conf.	March 27-30	Las Vegas, NV
SymEast Users Group	April 11-13	Reston, VA
FICS Annual Users Conference	April 19-21	Dallas, TX
CU Strategy Forum	May 10-12	Ventura, CA
SymWest Users Group	May 9-11	Coeur d'Alene, ID
Corelation Client Conference	May 30 – June 1	San Diego, CA

WELCOME NEW CLIENTS



Poughkeepsie, NY
\$403 Million
42,266 Members



Montebello, CA
\$178 Million
12,766 Members



Dupont, WA
\$211 Million
14,642 Members



Sodus, NY
\$655 Million
43,607 Members

WEBINAR

IS FICS® CLOUD HOSTING RIGHT FOR YOU?

Did You Miss the WRG/FICS® Cloud Hosting Webinar?

Not to worry! Check out the FREE on-demand recording.

WATCH THE WEBINAR



PRODUCT SPOTLIGHT

WRG KEEPS INNOVATING WITH INTRODUCTION OF VERIFONE® M440 DEVICE FOR TELLERGY

We are excited to share the latest roadmap enhancements to our Tellerly teller branch automation solution, including the upcoming launch of the Verifone® M440 device.

Due to a PCI regulatory change, Verifone has announced a transition from selling new MX-925 devices as of the end of April 2023. Verifone will continue to support the MX-925 through April 2026, and WRG will continue supporting the device through April 2028. WRG is finalizing development of software for the new Verifone M440 device, which will be available by April 2023.

The M440 is a state of the art multimedia device that offers an 8-inch, vibrant touchscreen display -- ideal for sharing full-color marketing images to capitalize on promotional opportunities and other member interactions.

With new enhancements, including the ability to display specific "next product to sell" opportunities presented by the core system, along with member-specific information like recent transaction history, FICO scores and welcome messages, Tellerly continues to evolve as the leading teller line automation solution for credit unions.

"The M440 terminal is a perfect fit for the advanced features of Tellerly," says Mark Monsees, Director of Operations at WRG, "which include signature capture, PIN authentication, marketing displays, member surveys, and the ability to push account and transactional information out to the member."

Current Tellerly clients will be able to use MX-925s and M440s simultaneously on a workstation-by-workstation basis, so there is no action required at this time. Clients will be able to choose a hardware migration option that best meets their business needs over the next few years. If you were planning on purchasing additional MX925 devices in 2023, please notify us before the end of January so that we can reserve those units with Verifone.

"These latest updates in software and hardware are helping ensure that Tellerly remains one of the best available teller line solutions for credit unions," Monsees says. "It will allow you to continue to serve your members' and teller-line staff's needs as they evolve over time."



CASE STUDY

CREDIT UNION OF GEORGIA CREATES A BETTER EXPERIENCE WITH TELLERGY

Our latest case study focuses on Credit Union of Georgia's decision to implement WRG's Tellerly™ for Verifone® teller line solution, resulting in a better member experience, faster teller transactions and enhanced in-branch marketing opportunities.

"We identified the Tellerly solution as a way to speed up our teller line and allow us to have more interactive conversations with the members standing in front of us."



Kathy Day, COO
Credit Union of Georgia

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OF GEORGIA