

WELCOME NEW CLIENTS



\$474 Million
27,471 Members



\$10.7 Billion
385,624 Members



\$338 Million
21,841 Members

CONFERENCES

Did We See You at the Jack Henry Connect 2022 Conference?

We had a blast at Jack Henry Connect 2022 in San Diego August 29th to September 1st. If you were there, we hope you stopped by our booth for a quick chat and Tellerly demo with Kerry and Mark!



PRESIDENT'S MESSAGE

Dear Valued Clients,

Welcome to the Fall 2022 edition of our Connections newsletter. Over this past year, I've been constantly reminded that what distinguishes WRG in a crowded marketplace is our ability to offer access to our exceptional team of People. If you're a credit union looking to outsource, very few places provide access to such a wide range of expertise – from people who are credit union team members just like you. Truly outstanding people are at the heart of the unique benefit we offer our clients.

For this reason, we've recently changed the posture of our value proposition. In the past, we visually depicted this value as a circle with "Systems" at the center, surrounded by "People, Products, and Processes" along the outside. But going forward, we're placing People in the center, supported by Systems, Products, and Processes around the edge.

I realize this might sound like a subtle distinction. But all the Systems, Products, and Processes that WRG installs and supports can (for the most part) be purchased. But our People have value you can't acquire at any price. This team has taken years to build. And that, ultimately, is what we offer to clients – the opportunity to make our team an extension of yours -- with People who bring their passion to deliver for you each day.

I hope you're enjoying a productive year so far. Please reach out directly any time I can be of assistance. And thank you for the significant engagement of your People to ensure our partnership is a success!

Sincerely,

Dave Cerwinski

dcerwinski@wescomresources.com

WEBINAR | FICS® HOSTING IN A PRIVATE CLOUD

Attend the FICS®/WRG webinar on October 19th at 12pm ET/9am PT

WRG is one of the third-party hosting providers FICS' customers have used for more than 15 years. WRG has changed its business model and now offers FICS® application hosting services to credit unions, banks or mortgage companies, regardless of whether we host your core system. During this webinar, we will discuss:

- WRG's private cloud managed hosting solutions
- The benefits of cloud hosting
- UNITRI Managed Services for FICS®

Register for this upcoming webinar today!

[REGISTER FOR WEBINAR](#)

PRODUCT SPOTLIGHT

TELLERGY BRANCH AUTOMATION KEEPS GETTING BETTER!

WRG's product team works tirelessly to keep our cloud banking solutions the best available for credit unions. Tellergy branch automation is no exception. Here are the latest enhancements our team is working on now:

The team's most recent focus has been on developing new features through a tighter integration with the core system. Recent enhancements being finalized include the ability to display specific marketing images the teller would like to promote, or specific "next product to sell" opportunities presented by the core system. In addition, Tellergy can now display more information from the core to the member, such as recent transaction history, welcome messages or even the member's FICO score, if desired.

"Tellergy is becoming even more of an extension of the core system," says Mark Monsees, Product Manager at WRG. "This allows information to flow to and from member in a way that facilitates security and convenience."

According to Monsees, these latest updates ensure that Tellergy remains the best available teller line technology solution for credit unions, now and in the future.

"No other branch automation system combines all of the features of Tellergy – including signature capture, PIN authentication, marketing displays, member surveys, and the ability to push account and transactional information out to the member—into one easy-to-use-and-deploy solution."

WRG also works with existing clients to ensure that they are always on the most recent version of Tellergy. Through regular engagement, WRG ensures that new or previously unused features are added to the software to meet their current needs. WRG reaches out to each of our clients once or twice a year to ensure the credit union is utilizing the Tellergy solution to its greatest potential.

If you have an idea for a future enhancement for Tellergy, or any of our industry-leading cloud banking solutions, don't hesitate to contact the WRG product team!



EMPLOYEE SPOTLIGHT

MEET ROBERT NGUYEN, CLIENT SERVICES COORDINATOR

Robert Nguyen is a Client Services Coordinator at Wescom Resources Group. After beginning his career in client services for Fiserv, Robert joined Wescom Credit Union 15 years ago. Following a stint in Card Services at the Credit Union, Robert transferred to WRG's Client Services in 2019. His current role entails coordinating projects, assisting in troubleshooting network and application issues, and accommodating every client need to ensure they have the tools and network stability to serve their members.

From day one at WRG, Robert knew it was the right fit.

"I had never received such a warm welcome to a team before," Robert says. "I received emails and visits from team members congratulating me left and right. They organized a group lunch to introduce me to the WRG team, as well. I knew from that point on that I was in the right place to build my career."

Among the aspects Robert most appreciates about working at WRG are the teamwork and commitment to excellence.

"Everyone knows their role as a team," Robert says. "We do our job and do it well. Our mutual respect is undeniable, and we dedicate ourselves to reach our team goals. All those factors are priceless in a workplace environment."

Robert particularly enjoys working closely with WRG's client credit unions, whom he refers to as "family."

"When our clients call us family, that's what I want to hear," Robert says. "That means we have built trust and they know they can always rely on us to get the job done. It is truly a pleasure when our clients get to that point."

Robert's words of advice for his teammates and clients speaks to his unrelenting drive and "can-do" attitude: "Hopeless is not an option. Find a way to get it done."



CASE STUDY

WAUNA CREDIT UNION IMPROVES EFFICIENCY AND UPTIME WITH WRG'S UNITRI MANAGED SERVICES

Our latest case study focuses on Wauna Credit Union's selection of WRG's UNITRI Managed Services for Keystone, a decision that has resulted in significant time savings, more system reliability and better regulatory exams.

"I don't think of WRG as a vendor. They're an extension of our Wauna family. They're just so good at taking care of us, and they're fantastic to work with."

*Danea Passmore
SVP, Core Solutions Architect
Wauna Credit Union*

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