

C O N N E C T I O N S

NEWS | UPDATES | INFORMATION

Our Core Values



CLIENT FOCUS

Act as an extension of our clients' teams, defining their priorities and opportunities as our own.



TEAMWORK & COLLABORATION

Trust in the transformative power of collaboration with clients and partners to create lasting, high-value solutions. Share in celebrating our clients' success.



EXCELLENCE

Take personal pride in every aspect of work, and do it in a way that leaves an enduring mark of excellence.



INTEGRITY

Form lasting relationships built on honesty and trust, by honoring and delivering on commitments.



INNOVATION

The best results are achieved by continually challenging the status quo and seeking to innovate in small ways or large.

President's Message

Dear Clients,

We hope your 2021 is starting out well, and are excited to partner with you in facing the year ahead – with all of its challenges and opportunities.

The last quarter of 2020 was especially busy for our team, with new core processing deployments for three clients. In mid-September, we welcomed Wauna FCU of Clatskanie, Oregon, led by Robert Blumberg, to our Keystone managed services solution. A month later, we supported the team at TTCU of Tulsa, Oklahoma, on their Keystone conversion. At over \$2 Billion in assets, TTCU is achieving huge efficiencies by outsourcing their core processing operations to WRG. Finally, in late October, we welcomed our newest Episys managed services client – Glendale Area Schools CU, led by the inimitable Wesley Walton, in nearby Glendale, California.

In other news, we're also proud to announce the live deployment of Tellerly for TTCU, the first of our Keystone clients to adopt Tellerly! We graciously thank Andy Tripp, Joe Slitzker, and the rest of TTCU's team for their partnership in this big step forward. Tellerly enables credit unions to unlock the power of Verifone's market-leading MX925 terminal at the teller line.

We'll share several significant new announcements with you in the months ahead – all surrounding our efforts to increase our ability to serve credit unions. Please contact me any time with feedback on how we can be a better partner to you. I'm at dcerwinski@wescomresources.com or (714) 254-5302. If I'm not on a Zoom call, I'll respond immediately. 😊



All the best,
Dave Cerwinski, President

In the News: WRG Innovation Continues

We are excited to announce WRG's latest integration to Corelation's KeyStone core system. Tellerly is a branch software solution aimed at delivering efficiency, privacy, and security in a signature capture solution - running exclusively on multimedia terminals from Verifone, the market leader. Focused on the benefit of integration, we took full advantage of KeyStone capabilities. This includes using the KeyStone Launcher tool to allow us to pull up member accounts by using a card, phone number, SSN or account number. We also used the KeyStone native UI Scripts to push balance screens and member update screens. Transactions are displayed on the Verifone device, and members are prompted to sign for their transaction. This receipt is then stored in KeyStone and pushed to document storage. We look forward to even tighter integration to KeyStone including interacting with the KeyInsight cross sell module. More to come as we continue to deliver innovation to KeyStone clients!

[Check out the press release.](#)





Employee Spotlight:
RICHARD RAPANUT | Client Services Assistant Manager

We are excited to recognize another devoted employee for this issue of Connections - **Richard Rapanut**. Our clients know Richard for his dedication and enthusiasm. Working in support of Credit Unions has been a 22-year privilege for Richard. His background has taken him from core processing software for 11 years where he specialized in system administration to supporting WRG Managed Services clients. He joined Wescom Resources Group in 2014 as a Client Services Coordinator, and in 2020 Richard was promoted to his current position as Assistant Manager.

Richard's favorite quote comes from one of his idols, the unforgettable Kobe Bryant – "Everything negative – pressure, challenges – is all an opportunity for me to rise".

In his spare time, Rich likes to stay active outdoors, fishing, hiking, camping and snowboarding. He also enjoys spending time with family and friends, watching sports and playing basketball.

We are lucky to have Richard on the WRG team!

TELLERGY CORNER

WRG is proud to support our clients that have recently gone live with Tellerly!

Credit Union member **growth** is made easier with high **member satisfaction** levels.

See how **TELLERGY** can turn a branch visit into a highly positive experience and increase your Credit Union's competitive edge.

UNITRI CORNER

WRG is proud to support our newest clients that have gone into production with UNITRI Managed Core Services!

MANAGED SERVICES SOLUTIONS

Discover how our **PEOPLE, PRODUCTS,** and **PROCESSES** deliver reliability and security for your peace of mind.

We sincerely value your business and thank you for your continued support and collaboration! –*Team WRG*



Kerry Dolan Schiappa
 Director of Sales & Marketing



Patti Quinteros
 Director of Projects & Implementations



Mark Monsees
 Product Manager



Sonia Safri
 Client Services Manager