



## Case Study

# Family First Federal Credit Union Takes Control of Cash Management

Symitar® offers Cash Automation™ to enable integration between Episys® and major makes and models of cash dispensers and recyclers. It uses the CFMS4 application server to connect these devices with Episys. Family First Federal Credit Union, based in Rochester, New York, began using it recently after opening a new branch. We asked Network Administrator Joe Cellura for details.

### **Symitar: What prompted you to begin using Cash Automation?**

Joe: We began using a cash dispenser after opening a brand new branch. We knew this branch would have less foot volume than others and could benefit from automation. We also felt that we would benefit from a security standpoint – getting rid of cash drawers – and from a transaction standpoint because we’d have automatic balancing.

### **How did your employees at this branch react to the new system?**

They were nervous at first, but adapted quickly. They needed to change the way they did some things, but we haven’t seen issues since the first week. Otherwise the staff seems to like working with it.

### **Has Cash Automation improved day-to-day operations and operating efficiencies?**

It is making things more efficient. We handle transactions more cleanly. There is more direct communication with our processing system versus entering transactions and counting cash. It’s more accurate. Our back-office staff members think it’s fantastic. It provides all the validation they need when reviewing transactions.

For both security and functionality, there are benefits for the new branch. This branch was designed to be more member-based, with “pod-like” stations instead of a straight-across teller line. The lack of full-blown cash drawers enables this set up.

### **Institution**

Family First Federal Credit Union

### **Address**

2520 Browncroft Blvd.  
Rochester, NY 14625

### **Telephone**

585.586.8225

### **Website**

[home.familyfirstny.com](http://home.familyfirstny.com)

### **Assets**

\$163 million

### **Members**

13,600

### **Founded**

1969

**Symitar Software  
Solutions & Services  
Cash Automation™**

### **Do you plan to implement Cash Automation in other branches?**

We've definitely budgeted dollars to expand it. In a recent meeting there was talk of implementing at least two more of these systems.

### **Is the new setup beneficial for member relations?**

It definitely helps. Our member service representatives can spend more time establishing direct relationships instead of counting cash.

### **Would you recommend Cash Automation to other credit unions?**

I would say yes, absolutely. We have not experienced it at our main branch yet, but based on our use, I'd say yes.