

## Northwest Federal Credit Union Innovates and Increases Member Engagement with SymXchange™

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Sheila Hodges,  
VP of Systems Integration

Are you making the most out of your Episys® core processing system? If you aren't utilizing SymXchange™, you could be missing out on a world of opportunities. SymXchange is an interface that makes it easy for your credit union and third-party vendors to work together to affordably create complementary products for Episys. SymXchange works by enabling your credit union and third-party vendors to access Episys core data and business rules; supporting interactive data exchanges; and using the interface for actions like posting transactions, executing multi-step processes, running PowerOn® scripts, querying, deleting, and editing data.

Northwest Federal Credit Union (Northwest Federal) has spent 70 years dedicated to providing valuable financial products and services to its members – including everything from childhood savings accounts to financing college educations to saving for retirement. SymXchange has allowed Northwest Federal to offer forward-thinking, innovative solutions that help the credit union make a positive difference in the lives of its members and communities.

Sheila Hodges, Vice President of Systems Integration describes how SymXchange has helped maximize the power and operating flexibility of the credit union's Episys core by simplifying integration with third-party vendors – specifically speaking to one of the team's upcoming projects, which is integrating Episys with Amazon Echo. "As Northwest Federal continues to innovate for our members, we intend to use SymXchange for the integration of Amazon Echo, Google Home, and Microsoft Verge – to name a few," said Sheila. Furthermore, the credit union plans to use SymXchange in creating a more heterogeneous architecture to make third-party application integration easier and allow its Member Service Representatives to better serve its members. "SymXchange will also assist in extending our innovations footprint by integrating with emerging technologies to give our members multiple ways to access their funds and understand their financial well-being."

### Institution

Northwest Federal  
Credit Union

### Location

Herndon, VA

### Telephone

703.709.8900

### Website

<https://www.nwfcu.org>

### Assets

\$3 billion

### Branches

7

### Members

220,000

### Founded

1947

### Symitar Software Solutions & Services

Episys®  
SymXchange™

### EASIER INTEGRATION WITH THIRD-PARTY VENDORS

By providing easy integration with the Episys core, and by using common development tools, more vendors and credit unions can affordably create complementary products for Episys, resulting in more power and greater flexibility for your organization. Northwest Federal has multiple third-party applications that its front-line staff members use in addition to Episys® Quest™, Episys' user interface.

"Many of these applications need information that is already available in Episys – like obtaining member demographic information when creating a prepaid gift card," explained Sheila. "In an effort to reduce manual errors and create a more integrated solution for our Member Service Representatives, we intend to use SymXchange as the link to bridge those gaps in our architecture."

When asked how SymXchange has simplified integration with third-party vendors, Sheila responded, "SymXchange has created a platform that follows industry standards to allow access to Episys." This has allowed Northwest Federal and third-party vendors to be able to program solutions without needing to have in-depth knowledge of file formats or specialized command structures to enable communications between applications and Episys.

### FOCUS ON MEMBER ENGAGEMENT

SymXchange allows for the focus of the credit union to be on the members. "SymXchange enables the implementation of Web Services that capitalize on Web 2.0 capabilities, which allows us to create more innovative and compelling solutions for member engagement," said Sheila. "By increasing member engagement, we're improving member retention while simultaneously empowering and leveraging our financial services."