Episys® Drives Efficiency
Efficiency Drives GROWTH
Symitar® clients know a thing or two about running an efficient credit union. By improving your overall operations, you can drive down costs to reduce back-office workload and focus on your number one asset: your members. The key to achieving this level of efficiency is your primary technology platform.

Credit unions running on Symitar’s Episys core processing platform average a lower efficiency ratio than any other major data processing system on the market today. This can translate to hundreds of thousands of dollars per year in decreased operating expenses. In today’s competitive landscape, you can’t afford to operate any other way.

More than 700 credit unions nationwide trust Symitar to meet their technology needs. In fact, more billion-dollar credit unions make Episys their system of choice than any other platform, by a margin of greater than 2-to-1. The reasons Symitar remains the leading core technology provider are simple:

- Episys is a competitively distinct, extremely powerful platform that is fully customizable, flexible, and adaptable.
- The unrivalled connectivity and integration bring endless opportunities to your credit union and its members.
- Symitar is driven by a fundamental, unmatched commitment to provide each client with outstanding service.

The system is intuitive and extremely easy to use. Episys is an Internet-integrated solution that deploys browser-based technology, “drag and drop” transaction functionality, user-friendly toolbars, and wizard-based assistance.

As a Symitar client, your credit union’s ability to increase efficiencies is not limited to only the superior functionality of the Episys core. With more than 50 integrated ancillary solutions, and a team of professionals available for around-the-clock system support, Symitar provides credit unions with true enterprise-wide automation.

Efficiency Drives Deployment OPTIONS
We recognize there is no “one size fits all” deployment strategy for core processing technology. Whether your credit union opts for in-house or outsourced processing, we provide a team of experts to assist you in your conversion efforts. Our Implementations team is unmatched in its extensive experience and ability to effect a smooth and painless conversion. In fact, Symitar has attracted credit unions from every major core processing system in the marketplace.

Symitar will show you that by making the effort to apply the appropriate resources, and by following a few simple guidelines, your in-house data processing conversion will be a positive experience. Based on a customized 10-step guide, Symitar’s Implementations team of experts will work with your staff to ensure a seamless transition to Episys.

For credit unions looking to leave their mission-critical data in Symitar’s trusted hands, we offer Episys in an outsourced environment. Symitar EASE™ provides the ability to leverage Symitar’s extensive infrastructure and sophisticated processing environment off-site. Outsourcing eliminates both the capital expenditures required for in-house installations and the need for employee resources to operate and manage in-house hardware and software. This allows credit unions to focus on what they do best servicing their members. If, later on, you decide to change your delivery method, we can easily make that transition.

Efficiency Drives Customizations, FLEXIBILITY
Flexible, scalable, and open: These three words mean the difference between a data processing system and an enterprise-wide automated core platform. Today, credit unions must operate on a system that offers industry-leading solutions to its members and staff. Recognizing this need, Symitar developed Episys based on the essential functions of customization and flexibility.
Symitar’s PowerOn® is an industry-exclusive system that enables the robust core functionality of Episys to be enhanced with virtually unlimited customization. PowerOn incorporates an advanced scripting language and intuitive interface to support our clients’ evolving business requirements, such as expediting responses to member and market demands. With PowerOn, credit unions can easily create user-defined data-mining queries, present detailed information in easy-to-understand charts and graphs, automate specific manual tasks, and further streamline operations.

By utilizing the PowerOn tool, clients have automated Health Savings Accounts, implemented incentive and reward programs, and enhanced cross-sell opportunities through signature pads. As other core vendors struggle to meet their credit unions’ evolving technology needs, Symitar continuously produces forward-thinking technologies and programs unrivaled in the industry.

Efficiency Drives CONNECTIVITY
Symitar understands that it is extremely important for credit unions to retain the flexibility to choose what they determine as a “best of breed” solution for a particular business need. Because no two credit unions are alike, Symitar developed SymConnect™, an open, XML-like API, which provides credit unions and third-party vendors with direct transactional access to its Episys core system. Symitar was the first major core processor to offer this level of access and connectivity. As technology evolves, the importance of open architecture has never been more apparent.

While credit unions have access to a number of solutions, frustration with the lack of communication among providers remains. In an effort to streamline and accelerate the integration process, Symitar’s Vendor Integration Services developed the Vendor Integration and Hardware Integration Programs (VIP, HIP). By building business-to-business relationships with third-party vendors, the VIP and HIP alleviate the likelihood that credit unions will become “caught in the middle” of integration, installation, and support questions. Providing third-party vendors with direct support in a productive, mutually beneficial environment, the VIP and HIP offer an unprecedented solution for the credit union industry.

Efficiency Drives Market DEMANDS
Member needs continue to change at a rapid pace. If your credit union fails to meet those needs effectively, you can expect to see a significant decrease in both your revenue and member satisfaction. Symitar’s fully integrated complementary core products allow you to proactively respond to evolving member and market demands, while expediting competitive offerings. No matter the demographic your credit union wants to target, we offer solutions to help meet your goals.

- Business Intelligence and Profitability Solutions
- Back-Office Efficiency
- Retail Delivery
- Electronic Funds Transfer
- Internet Banking
- Risk Management, Security, and Compliance
- Disaster Recovery and Business Continuity
- Item and Document Imaging
- Professional Services and Education
Efficiency Drives Unparalleled SERVICE
One of the fundamentals of Symitar’s success is our commitment to consistently exceed each client’s expectations with premium service. The ability to regularly and accurately measure client satisfaction confirms that our strategic positioning as a single point of contact and support, and our commitment to and investment in service, generates the highest satisfaction levels in the industry.

Providing credit unions with mission-critical technology since 1984 has enabled Symitar to fully understand the importance of outstanding service, which explains how we consistently generate a client renewal rate exceeding 99 percent.

Our comprehensive support infrastructure incorporates:

- Exacting service standards;
- Comprehensive change management and control services;
- Production-proven conversion and installation services;
- Initial and ongoing training and education;
- A superior support staff available 24 hours a day, 365 days a year;
- Dedicated, proactive account managers and customer relationship managers;
- Sophisticated support tools, resources, and technology;
- A best practices methodology developed and refined through our day-to-day experience supporting more than 700 diverse credit union clients; and
- Leading-edge research and development.

Efficiency Drives COLLABORATION
With hundreds of Episys users spread across the country, our clients can take full advantage of our extensive user community. Becoming involved with one of our five regional user groups gives you access to a network of professionals looking to share ideas and tackle challenges together. Learning how other credit unions utilize their core system gives you insight into how you, too, can properly manage your operations.

Along with regional user group meetings and conferences, Symitar hosts an annual educational conference for all Episys credit unions. Symitar’s Educational Conference & Technology Expo gives you the opportunity to learn new ways to utilize the tools you already have, explore new solutions from Symitar and over 80 other vendors, and network with colleagues from around the country. As a Symitar client, you will always find a fellow credit union willing to lend a hand.