



South West Slopes Credit Union

Case Study

At a glance

Business

Core banking system

Industry

Banking

Challenge

Scalability and resource management: the key to getting your business future-fit

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We didn't have any complexity or issues working with experteq on this project. They knew what needed to be done and they really handled that well. That would be one of the biggest highlights, as our previous IT provider lacked the skill and expertise to enable us to engage with a system that shared data outside of our organisation.

Jayson Smith

Chief Operations Officer, South West Slopes Credit Union Limited

About the company

Founded in 1972, South West Slopes Credit Union (SWSCU) is a community credit union operating in the south-west country area of New South Wales, Australia. SWSCU provides a complete range of financial services to its members in the towns of Young, Cootamundra, West Wyalong, Harden, Temora, and the shire of Bland.

Background

Following the closure of SWSCU's previous core banking provider, experteq partnered with SWSCU to implement a successful upgrade of the credit union's core banking system, enabling SWSCU to remain future-fit.



Challenges



- ✓ Multiple projects had to be run simultaneously, requiring significant time for resource planning
- ✓ Very tight deadlines
- ✓ Staff from different departments needed to collaborate
- ✓ Around 30% of staff were involved in the project team — and these had to be the right people

Benefits



- ✓ Compared to their previous IT provider, which was quite small, experteq brought SWSCU stability of size and skill set, enabling them to stay ahead of the competition and remain future-fit
- ✓ The project was highly successful
- ✓ Many lessons were learnt about how to best switch core banking systems in a limited time with minimum interruptions
- ✓ SWSCU operated business-as-usual throughout the system upgrade process, minimising impact on employees and members
- ✓ SWSCU is now better prepared to face the future of banking, with readiness to scale and access to a broadened skill set

Implementation



The banking industry has high security requirements and an always-on imperative, and outages and vulnerabilities need to be avoided from perspectives of cost, compliance and convenience. experteq' role in providing infrastructure and expertise simplified this process, with both SWSCU and experteq working closely together to understand needs and act collaboratively to get results.



Why experteq?

✓ Heritage

Over 30 years of rich history and proven success, with a solid foundation backed by well-established organisations.

✓ Security

We're highly regarded for the way we secure and protect our clients' IT systems and infrastructure and for how we help ease their transformation journey to digital success.

✓ Reliability

Our customers consider us a 'safe pair of hands', because we're reliable and dependable in the delivery of robust solutions and services.

✓ Compliance

We're highly skilled in compliance and enable our customers to meet the ever-changing compliance requirements.

✓ Expertise

Our team brings the skills, knowledge and systems that distinguishes us from others.

✓ Collaboration

We collaborate closely with our clients and have also achieved prestigious status with our technology partners.

Get in touch
with us



+61 1300 715 591



info@experteq.com



experteq



experteq.com



experteq



experteq

Level 4, 141 Walker Street, North Sydney NSW 2060

TransAction Solutions Limited trading as experteq™ ACN 084 571 040.

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