

Enrichment Federal Credit Union Relies on TCI to Ease Technology Transition

For many lenders, migrating to new technology is a daunting task. Along with the formidable challenge of learning new processes and features, the addition of new innovations often results in disruption to daily workflows and processes that can negatively impact revenue, employee morale, operations, and leave a wake of unhappy customers.

Most lenders see the transition to new technology as a 'necessary evil,' where the long-term benefits outweigh the short-term pain. This sentiment is precisely what Felicia Langley, assistant vice president for consumer and indirect lending at Enrichment Federal Credit Union, expected when she was informed that the institution would migrate to a new lending infrastructure.

With nearly \$500 million in assets, Enrichment has been an established member of the East Tennessee community since 1950. It's an institution that prides itself on service, offering members a full range of consumer and business banking services, credit cards and loans. To better serve its community, Enrichment needed to upgrade its infrastructure, which included enhancing its loan origination capabilities. Ms. Langley welcomed these new solutions, but was worried that the disruption would cause havoc internally and to indirect members. But after engaging with the TCI customer support team to manage the addition of new LOS features, her trepidation began to fade away. TCI's customer support team managed every step of the transition, turning potential disruption and chaos into a well-managed—and even pleasant—experience.

"Everyone on TCI's support team went above and beyond to help simplify and streamline the whole process," she explained. "The staff answered every single question we had in a very pleasant and professional manner—and believe me, we had a lot of questions that ranged from basic to highly technical. They're patience was well received by all of our team members."

In addition, Ms. Langley cited the speed and expertise that TCI displayed when asked to make specific changes to loan origination rules and workflows.

"TCI was able to make the necessary adjustments to our lending rules and workflows whenever we asked, in a fast and comprehensive manner. This improved efficiency and increased our ability to serve the market. We learned that TCI isn't just a technology company. It has experts in our core business who can offer suggestions and field-tested strategies that benefit our entire organization."

"Enrichment works with a variety of technology vendors, but TCI is at the top because of the professionalism, knowledge, and commitment to service they exhibit on a daily basis," concludes Ms. Langley.