

CUSA FCU Shares Positive Velocity Conversion Experience

A core conversion means a lot of things - new capabilities, modernized technology, improved member satisfaction – but it’s an extremely nerve-racking change for every credit union. There is mostly excitement and positive anticipation, but there is also the need to prepare for potential hiccups and challenges. New to Sharetec Velocity as of 2023, CUSA Federal Credit Union (FCU) shares their positive Velocity conversion experience, as well as the caring support they received when faced with minor obstacles.

“Onboarding a whole new system was no walk in the park, but Sharetec made it as painless as possible,” stated the CEO at CUSA FCU, Jeana Rodivich. “It’s been a good experience. We have had some issues that need attention, but we work through them.”

Perfecting the system after a core conversion can take time, especially when a credit union is transitioning to a more modern and innovative platform. Like with all things worth having, a major core upgrade requires a little work and patience.

“We’re always aware of the potential challenges our partners may face when onboarding to a new version of the core, and we pride ourselves in offering continuous support and open communication as they adapt to Sharetec Velocity,” stated Carrie Heck, Senior Account Executive at Sharetec. “The positive changes CUSA is already experiencing make the process worth it.”

Some of the positive changes CUSA FCU has experienced include:

- Quicker, more efficient Accounts Payable processing
- A one-stop-shop Lending experience, from application to closing
- Easy-to-use Call Report upload files

[CUSA FCU](#) looks forward to all applications and 3rd party processes being accessible within Velocity as they implement more integrations.

Why Sharetec Velocity?

During its initial core search, CUSA FCU chose Sharetec to support its future growth and ability to offer innovative products and technology to its membership. In addition, and just as importantly, the credit union expressed how Sharetec made them [feel like family](#). When asked if they would recommend Sharetec Velocity to other credit unions, Rodivich answered, “Yes, absolutely!”

“We are so grateful for our partnership with CUSA and look forward to offering them top-notch service and innovative technology for years to come,” stated Heck.

With Sharetec’s web-based core, credit unions can offer members an optimal banking experience. Discover the benefits of Sharetec Velocity for yourself by scheduling an in-depth [demo](#) today!

About Sharetec

Sharetec is a leading provider of agile, bold credit union software that improves credit union operations and members’ financial lives. Since its inception in 1993, Sharetec has grown steadily, currently supporting nearly 300 credit unions. With five offices nationwide and additional development overseas, Sharetec continues to propel the success of credit unions and achieve the highest levels of customer satisfaction across the United States, U.S. territories, and the Caribbean.