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FOR IMMEDIATE RELEASE:

## **Municipal Credit Union Deploys New Digital Banking Platform With a Little Help From Their Friends**

**Tampa, FL, October 12, 2021** – [Best Innovation Group](#) (BIG), a technology and financial services innovator, and [CU Engage](#), an advising consultancy to the credit union industry, are pleased to announce that as the result of their collaborative partnership, and the hard work of the New York-based [Municipal Credit Union](#) (MCU, \$4.1 billion in assets; 590,000 members) team, successfully completed the MCU conversion to the Alkami digital banking platform. The project leveraged the combined expertise of all three parties working as a single team to bring the project in on time and within budget.

The resources formed a single team that worked together diligently to complete the project in 9 months resulting in a seamless transition to the new platform.

“Because Municipal Credit Union relies heavily upon their digital banking products to serve their members, limiting any performance issues during conversion was of great importance. With a project this large in scope, we knew we needed to staff the team with heavy hitters. We initially brought in BIG and CU Engage to coordinate the various vendors that would be impacted by the conversion. However, we quickly recognized the experience and knowledge of their teams and expanded their role to leading the entire project team’s daily activities and are thrilled with the result”, says MCU CIO Juan Luna.

“To bring in a project of this magnitude on time is an enormous undertaking for any organization. With multiple parties involved, it can be a challenge to coalesce. But the Municipal team was amazing to work with and really enabled our resources to fold in pretty seamlessly,” explained BIG COO Ed Gonzalez, who acted as the primary project lead for the team. “I have been doing digital banking deployments for 15 plus years and can honestly say that this was one of the smoothest launches I have experienced. We were ready ahead of the cutover and had very few issues, none that were significant to resolve. When you’re working with over 300,000 online banking and mobile users, that’s really a testament to the team and their hard work over the entire life of the project.”

“Our focus at CU Engage is to ensure that credit unions have the information needed not only to make the right vendor decisions that affect the critical services but that the vendor partnership is effective through the conversion and beyond,” says Jennifer Addabbo, CEO and Co-Founder of CU Engage. “The team at MCU, BIG, and Alkami all worked together to deliver exceptional results and in a fairly condensed timeline setting them up for ongoing success and we were thrilled to be a part of it.”

### **About CU Engage**

We are industry experts, thought leaders and operate with a member-first philosophy. At CU Engage, we’re laser-focused on ensuring that our credit unions are able to make informed decisions on vendor relationships in a timely manner so they can change at the speed of the consumer!

### **About Best Innovation Group**

Founded in 2014, Best Innovation Group (BIG) was created to provide clients with the resources to quickly implement digital solutions and adopt cutting-edge technologies. BIG provides research and development in areas including voice banking, distributed ledger and machine learning, as well as a wide array of consulting services. For more information, visit [www.big-fintech.com](http://www.big-fintech.com).

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Jennifer Addabbo, CEO and Co-Founder of CU Engage