



P.O. Box 1236
Portland, ME 04104
www.synergentcorp.com

MEDIA RELEASE

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For More Information

Contact: Jen Burke
Corporate Communications & Public Affairs Manager
207-773-5671, Ext. 295
jburke@synergentcorp.com

Synergent and the Irish League of Credit Unions Collaborate on Technology Strategy

Virtual meeting highlights how international collaboration and technology can fuel credit union success

(WESTBROOK, ME) - Synergent and the Irish League of Credit Unions (Irish League) recently met to discuss how the credit union movement can work together to achieve better outcomes for members through technology.

The virtual meeting, coordinated by [World Council of Credit Unions](#) (WOCCU), included teams from the Irish League and Synergent. The Irish League, a WOCCU direct member organization representing 326 credit unions in both Northern Ireland and the Republic of Ireland, is working to develop a digital transformation plan to help their credit unions grow and meet evolving member needs. Because Synergent is a leading, credit union-owned managed services provider that offers technology, payments, and marketing services, WOCCU asked Synergent to provide their Irish colleagues their insight. Synergent has engaged in similar roundtable discussions with WOCCU and credit union professionals from Barbados, Rwanda, Kenya, the United Kingdom, and Australia.

"We were thrilled when World Council of Credit Unions asked us if we would collaborate with our peers in Ireland about efficiencies and best practices," said Todd Mason, President/CEO of Synergent. "By sharing best practices, we all become better positioned to drive growth in our movement and expand the products and services we provide to our members. We want credit unions to succeed here at home, but also globally. The more people that can experience the credit union difference, the better!"

During their dialogue, Synergent and the Irish League discussed how each of their credit union systems keep pace with changing technological demands. Synergent also provided a brief overview of its state-of-the-art core processing solutions, customized programming, automation processes, and customer service.

"Like Synergent, the Irish League works with credit unions of all sizes and with varying needs," said Ben Jordan, Senior Vice President of Information Technology at Synergent. "We offered insight into our own approach and how we work with credit unions and our vendor partners to provide products and services that lead to exceptional member experiences. At the end of the day, everything we do is member-driven—a sentiment that our colleagues in Ireland not only appreciated, but shared. We have many commonalities."

"The digital transformation of the global credit union system championed through our Challenge 2025 initiative took on a new urgency due to COVID-19," said Brian Branch, WOCCU President and CEO. "Members have come to consider digital financial services to be a necessity, rather than a convenience. Synergent has long been a model which we have shared with our international colleagues. Cooperation and sharing between organizations like Synergent and the Irish League are critical to achieving what is today an urgent digital transformation of credit unions worldwide."

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About Synergent

Founded by credit unions in 1971, Synergent is a managed services provider that offers state-of-the-art and innovative core processing, in-demand payments, technology, and marketing services to credit unions across the United States. As a service-driven and cost-effective host of Symitar's Episys® core processing, Synergent provides credit unions with the products and services they need to succeed. No matter what the product, our clients can count on Synergent to choose it, install it, integrate it, and help credit unions get the most out of it so they can focus on providing the best service experience possible to their members. For more information on Synergent, please visit www.synergentcorp.com, or call 800-341-0180.