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MEDIA RELEASE

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Synergent Launches New Offering to Help Credit Unions Maximize Their Core Investment *Core Consulting provides trusted expertise to enable strategic credit union growth*

(WESTBROOK, ME) – Recognizing how important it is for credit unions to understand the capabilities and versatility of Symitar’s® Episys® core processing platform, Synergent is pleased to announce the launch of a new service that will help credit unions gain short- and long-term efficiencies. Through **core consulting**, credit unions can now leverage Synergent’s team of Episys subject-matter experts to enhance operations, increase loan growth, and drive profitability.

“Synergent developed our core consulting offering to help credit unions maximize the benefits that Symitar’s powerful Episys core processing platform delivers,” said Ben Jordan, Senior Vice President of IT at Synergent. “With four different types of consultations to choose from, credit unions can select an approach that best fits their needs.”

Core consulting is only being offered to credit unions who partner with Synergent for their Symitar Episys core processing. Consultation options include:

- **Efficiency Consult:** This review focuses on ensuring the credit union is using their existing core products and services as efficiently as possible. No additional or new implementations will occur as an outcome.
- **Targeted Consult:** This review is an 8 to 16-hour examination of a specific focus area, such as collections, lending, application processing, or technology adoption. This may include extra guidance and project management for single product deployments. The process will culminate with an actionable, systematic change that takes place on a “Go Live” date.
- **Deep Dive Consult:** This review is like the Targeted Consult but may provide extra guidance and project management for single product deployments. The Deep Dive Consult is intended to present actionable, systematic change with suggestions for the credit union to consider, as well as configuration to extract the greatest value possible for a specific area. It is a more intensive process, typically taking 16+ hours to complete.

- **New Product Consult:** This review is led by a Synergent Account Relationship Manager and involves assessing and recommending new products for credit unions to adopt to increase year-over year growth and improve internal and external service.

“Our goal is simple,” said Jen Berry, Vice President – Core Conversions and Consulting at Synergent. “We want to help credit unions improve their performance and holistically serve as their go-to source for core expertise and recommendations.”

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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.