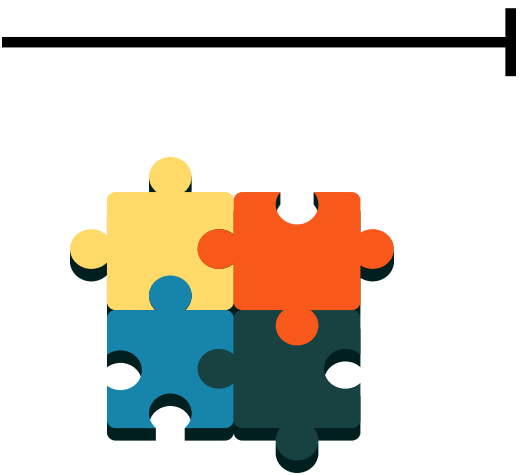


# ALIGNING CORE EXPECTATIONS WITH REALITY

## Results From A Callahan & Associates Quick-Hit Core Conversion Survey

### TOP FEATURES LOOKING FOR IN A NEW CORE PROVIDER



01

#### SEAMLESS INTEGRATION

The ability to seamlessly integrate with third-party vendors is the most desired feature from a new core processor.

02

#### USER-FRIENDLY

Executives look for intuitive end-user experience to reduce training time. They also want streamlined business processes and workflows.

03

#### ADAPTABILITY

The ability to grow and adapt with the credit union in a changing technological environment is key.

### EASE OF INTEGRATION AND USE

An easy-to-use interface takes precedence when choosing a new provider.

### PARENT COMPANY

Executives look to establish a partnership with their core provider and value corporate philosophy along with company culture.

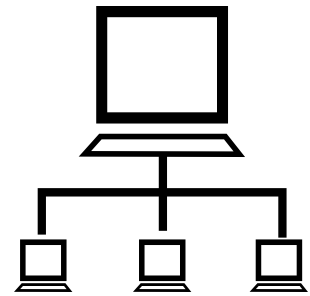
### PROGRAMMING AND DATA RETRIEVAL

Simplistic coding, modern programming language, and open API are also top reasons in choosing a new processor.

01

### TOP REASONS FOR SELECTING A NEW PROVIDER

02



03

### LIMITATIONS OF NEW PROVIDER



01

#### LENDING CAPABILITIES

Not all new cores provide the desired loan origination and servicing capabilities with commercial lending and other loan types.

02

#### DOCUMENTATION

Some survey respondents missing or minimal documentation within their new provider.

03

#### REPORTING

Executives want more reporting capabilities, including both standard and customized options.

*Callahan & Associates surveyed credit union executives who converted their core system between June 2016 and June 2017. Callahan designed the survey to better understand core features important to credit unions, identify attributes that led credit unions to choose a specific core, and assess customer satisfaction with the chosen processor.*