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**Mahalo Banking Partners with UnitedOne Credit Union to Provide Omni-Channel Member Experience**

*Credit union effectively implements new technology to unify and enhance digital experience for members*

**TROY, Mich., Sept. 20, 2022 –** [Mahalo Banking](http://www.mahalobanking.com), a CUSO that provides online and mobile banking solutions for credit unions, announced that it has successfully implemented its digital banking platform at Manitowoc, Wis.-based UnitedOne Credit Union (UnitedOne). The new solution delivers a consistent digital experience to UnitedOne’s members across all devices.

With assets of $300 million, almost 20,000 members and seven branches, UnitedOne serves residents, businesses and students of Eastern Wisconsin communities. Previously, UnitedOne leveraged its banking services with separate internet and mobile providers, but the credit union recognized a need to connect the two applications to cohesively establish a unified digital experience for its members. UnitedOne selected Mahalo’s digital banking solution to launch an omni-channel experience that provides members with access to desired banking features, as well as abundant information about the credit unions’ offers and services, on their device of choice.

“We are thrilled that this partnership has enabled UnitedOne to organize our products and services into an easily accessible, highly functional digital space to create a streamlined member experience,” said Aletia Novak, Business Systems Manager of UnitedOne. “Our previous digital banking vendors were slow to make the system updates we required for ease of use. In contrast, Mahalo keenly implements the functionalities needed by our members and our team with new enhancements monthly, and they have done everything possible to make our digital banking experience the best it can be.”

Using intelligent and intuitive feature sets, Mahalo’s solutions-oriented platform functions to help credit unions of all asset sizes connect with their members, gain a technological advantage to grow membership and effectively compete in the digital age. Designed and engineered by credit union industry leaders, the digital platform is built on intuitive architecture with deep integration into the credit union cores and streamlined third-party integrations.

“Working alongside a group of previous credit union experts that innately understands the needs, challenges and future of our industry is incredibly empowering. Mahalo has demonstrated an unmatched ability to meet our members’ needs and expand on our services with improvements that consistently align with current digital banking trends. We believe this strongly compatible collaboration is going to tremendously promote our continuous growth moving forward,” Novak said.

The Mahalo platform provides an innovative omni-experience that offers credit union members access to seamless mobile and online banking services regardless of their preferred channel. The digital banking platform is developed with robust security solutions at the forefront of its design, providing credit unions with a strong capability to protect their members from fraud.

“Implementing omni-channel solutions is incredibly instrumental in helping credit unions match member expectations for their digital banking experience and pushing these organizations into the future,” said Denny Howell, Chief Operating Officer of Mahalo. “Our team is proud of the continuous contributions we’ve made to the UnitedOne digital banking experience and how this has considerably improved its ease of use for both the credit union and its members. This partnership is one of many that consistently drive us to augment our platform’s functionality and continue discovering ways to enrich members’ digital banking experiences without causing disruptions.”

**About UnitedOne Credit Union**

From humble beginnings in 1938, UnitedOne has grown to be one of the largest credit unions in the area serving everyone who lives and works in Manitowoc, Sheboygan, Kewaunee and Door counties. Today it has assets of $300 million, almost 20,000 members and seven branches. For more information on UnitedOne visit [www.unitedone.org](http://www.unitedone.org) or call (920) 684-0361.

**About Mahalo**[Mahalo Banking](http://www.mahalobanking.com) provides online and mobile banking solutions for credit unions. Based in Troy, Mich., the Mahalo platform is designed and built on superior architecture with deep integration to core processing, providing security and a robust feature set across all delivery channels for a true omni experience. Mahalo Banking is feature-rich and price competitive to help all credit unions achieve a technology advantage in the marketplace.

For more information about Mahalo Banking, please visit us at [mahalobanking.com](http://mahalobanking.com), follow us on [Twitter](https://twitter.com/mahalobanking) or connect via [LinkedIn](https://www.linkedin.com/company/mahalobanking/).

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