



## Velera Introduces Innovative Onboarding and Project Management Platform

**St. Petersburg, Fla. (June 27, 2024)** – [Velera](#) – formerly PSCU/Co-op Solutions, the nation’s premier payments credit union service organization (CUSO) and an integrated financial technology solutions provider – today announced it has launched an innovative new onboarding and project management platform. Powered by ServiceNow, the first-of-its kind platform in the payments space is a true differentiator. Credit unions will benefit from the improved transparency and enhanced collaboration provided by this engagement tool – all while laying the groundwork for future generative AI integration.

Located within Velera’s Service Portal, the new Project Management Page is a 24/7, self-service offering that provides credit unions the ability to access and view project demand and active project requests in real time – and in one place. Leveraging ServiceNow and a customized user interface, the Project Management Page streamlines projects and elevates the delivery experience, replacing complex, manual industry-wide processes.

“Velera is committed to bringing its credit unions the most relevant, innovative and leading-edge solutions. Our investment in this technology is just one example of this promise in action – and the value that we continue to provide our credit unions,” said Velera President and CEO Chuck Fagan. “In addition to driving efficiencies, this truly unique offering will transform the marketplace. To date, few companies have been able to successfully implement this type of technology and we are excited about its ability to provide a significantly enhanced experience for our credit unions.”

“We found the new Project Management Page in Velera’s Service Portal to be efficient and easy to use,” said Kim Harmon, electronic services manager of Indiana Members Credit Union. “It’s easily accessible and we can manage all our projects from one location. Adding documents directly into the project request has significantly reduced extra steps and is a great improvement. We are very pleased with the streamlined experience this new self-service platform delivers.”

### About Velera

Velera, formerly PSCU/Co-op Solutions, is the nation’s premier payments credit union service organization (CUSO) and an integrated financial technology solutions provider. With over four decades of industry experience and a commitment to service excellence and innovation, the company serves more than 4,000 financial institutions throughout North America, operating with velocity to help its clients keep pace with the rapid momentum of change and fuel growth in the new era of financial services. Velera leverages its expertise and resources on behalf of credit unions and their members, offering an end-to-end product portfolio that includes payment processing, fraud and risk management, data and analytics, digital banking, instant payments, strategic consulting, collections, ATM and POS networks, shared branching and 24/7/365 member support via its contact centers. For more information, visit [pscucorp.com](https://pscucorp.com) and [coop.org](https://coop.org).

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