

## VIP Access to Symitar Allows Xpress Data to Deliver E-Notices to CoastHills Credit Union in Record Time

E-services are no longer the wave of the future; they are the services that members have come to expect from their credit union. As the Lompoc, California based CoastHills Credit Union looked to offer such products to members, they also took into consideration the cost savings associated with electronic delivery. The \$622 million credit union already used Xpress Data, Inc. for their traditional paper document delivery, making it an easy decision to add electronic notices through the same service provider.

The difficulty was figuring out how to integrate the new electronic notices with their Episys® core processing system in a timely fashion. Standard integration projects can take months to complete and often require significant resources from the credit union. Fortunately, Xpress Data was a member of Symitar's Vendor Integration Program (VIP).

To streamline and accelerate the integration process, Symitar developed the VIP to assist vendors who share common customers with Symitar. Symitar builds business-to-business relationships with third-party vendors reducing the likelihood that credit unions will become "caught in the middle" of integration, installation, and troubleshooting questions. Symitar provides direct support in a productive, mutually beneficial environment, ensuring that credit unions have efficient and maintainable technology that meets their needs.

"During the eXpressNotice integration, Symitar worked directly with Xpress Data to establish a single sign-on," said CoastHills MIS Officer Nicole Rojas. "We were not involved in much of the configuration on the back-end."

The credit union's integration process was finished within its desired budget and timeframe. "As a member of Symitar's VIP, we were able to expedite the implementation process making sure we met CoastHills' tight deadline," said Xpress Data President Mike Cooper. "We would have been hard pressed to complete this project on time if we had not been a member."

"We did not have to allocate a team of resources to monitor the integration, and if a problem arises, we don't have to worry about being put in the middle," said Rojas. "Because of the integration between XDI and Symitar the ease of troubleshooting helped us reduce cost while getting timely responses to our inquiries."

By establishing a single sign-on access point, credit union members also reap the benefits of this partnership. The members are happy that they no longer have to handle paper notices. Instead, they can access their credit union correspondence without even realizing they are leaving their home banking environment. This makes the process much simpler.



**VIP Company Name**  
Xpress Data, Inc.

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Strategic Projects

**Product Integrated  
Through VIP**  
eXpressNotice

**VIP Member Since**  
2008

**Credit Union**  
CoastHills Credit Union  
Lompoc, California

**Phone**  
805-733-7600

**Website**  
[www.coasthills.coop](http://www.coasthills.coop)

**Assets**  
\$622+ million

**Founded**  
1958



"The shorter lead time as a VIP member was a critical advantage for us," said Robert Gregory, Strategic Projects Director for Xpress Data. "Add to that the opportunity to establish a relationship with Symitar analysts and direct access to communicate project details without distracting credit union staff, and you have a solid list of benefits that make this program valuable."



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