

Offline Processing Delivers Sharetec CUs Connectivity Solution

For most credit unions, uninterrupted connectivity is crucial to their strategic position in the financial marketplace. And such a predicament can translate to a real disaster for a credit union, one that could have been averted with preparation and the backing of a strong core solution.

With **Sharetec's Offline Processing** feature, your credit union can continue to service its members in the midst of challenging connectivity issues. Betsy Rhynes, President of Streator Community Credit Union, comments, "After a day without internet I can't say enough positive things in regards to Offline Processing. It made what could have been a real disaster much easier to handle."



How many times has a storm hit and knocked out the connectivity of your office? Brian Winchester, VP IT, at Ball State FCU, suggests every credit union should have Offline Processing. "We have seen a huge national network scale in Denial of Service attacks recently. Long term outages outside the scope of anything Sharetec, or your ISP can protect against. Ideally, your data will be safe behind firewalls and onsite security measures, but if you can't access your data, you will have some serious issues helping your members. Offline processing will help guarantee that you can service your members during these times."

Benefits of Sharetec's Offline Processing Feature:

- When the connection to the system is down, your staff can continue to perform transactions for members.
- Even in an offline environment, employees will be able to view members' balances so excessive cash disbursement is prevented.
- Once the connection to the Sharetec server is reestablished, then all those off-line transactions post without the employees having to rekey the data.

Matt Isger, Regional Director for Sharetec, comments, "When a credit union loses a connection during a storm or other type of disaster, it is crucial to be able to provide service to members. Sharetec's Offline Processing offers credit unions a solution to dealing with unexpected connection loses and keeps the daily processes of the credit union under control."



Overview

With Sharetec's Offline Processing feature, your credit union can continue to service its members during connectivity failure.

Problem

During a connection issue, credit unions have to close their doors, unable to serve their members, or tellers are having to manually write transactions that they will have to key in later.

Solution

When faced with connectivity issues and potential disruptions in service, your credit union can proceed with assurance and added confidence that Sharetec's Offline Processing feature will keep you connected.

Results

- Uninterrupted service to members
- Possible reduction in losses
- No double entries