

## Centris Federal Credit Union Collection Module

“The Lifecycle Management Suite’s flexibility in queue management and reporting capabilities have greatly improved the efficiency of our collection effort, and gives me complete control over my department’s workflow without reliance on IT.”

- Patrick Fitzgerald, Collection Manager

### Seeking New Collection Software

Centris Federal Credit Union, a community credit union headquartered in Omaha, Nebraska, with assets of more than \$663 million and more than 94,000 members, was seeking to improve on their existing collection management system. Searching for a real-time, user-friendly system, with flexible queuing features and robust reporting capabilities, they chose the Lifecycle Management Suite’s Collection module. Patrick Fitzgerald, Centris Collection Manager, cited the integration between Temenos’ platform and Fiserv DataSafe, and the subsequent ease of integration, as providing a heightened comfort level, an important component in the decision making process.

### Increasing Productivity

In the several years since the implementation of the Temenos Lifecycle Management Suite, Centris has experienced an increase in the number of productive calls per day, with a corresponding increase in the number of valid contacts. Incentive programs, aided by the Lifecycle Management Suite’s performance monitoring capability, have resulted in an increase in valid contacts of 86% in a 12 month period.

### Their Problem

Implement a real-time, user-friendly collection management system, with extensive queuing and reporting capabilities.

### Our Solution

Temenos Lifecycle Management Suite for Collections.

### End Results

Overall increase in productivity including an 86% rise in valid contacts in a 12 month period, as well as better monitoring of collector performance.



“The Temenos Lifecycle Management Suite allows for benchmarking and monitoring employees’ performance,” offered Mr. Fitzgerald. “This enables me to see not only what has been done, but what hasn’t been done.” He pointed to the flexibility of the Lifecycle Management Suite in giving him control to organize his department’s workflow as a valuable feature. The Lifecycle Management Suite has contributed to improved efficiency in Centris’ asset recovery effort.

## Quality Results

Centris’ choice of the Temenos Lifecycle Management Suite has turned out to be an exceptional one, as there has been a realization of significant improvement in both productivity and efficiency. Centris looks forward to continued success with the Lifecycle Management Suite, and would definitely recommend the Lifecycle Management Suite to others looking to improve their collection and asset recovery processes. Based upon our experience to date, with the software and with Temenos,” said Mr. Fitzgerald, “we are eagerly looking forward to future product offerings and enhancements from them.”

**The Lifecycle Management Suite**

The Lifecycle Management Suite offers the most advanced, browser-based relationship management platform available in North America today. Our Lifecycle products strategically apply technology to improve a financial institution's most valued relationships (current holders and employees) at every phase of the account lifecycle.

The Lifecycle Management Suite streamlines relationships, providing a consistent and robust experience from origination through account serving and disbursement. The products assist financial institutions in doing more revenue while at the same time meeting operational objectives. This suite offers the ability to deploy as many or as few of the Lifecycle modules as necessary to meet a financial institution's business objectives while still maintaining a high return on investment (ROI).

The Lifecycle Management Suite's robust flexibility, configurability, workflow engine and reporting capabilities can be applied to a number of business lines. Being management light and control over multiple departments from a single platform including:

- Profitability
- Origination
- Service
- Collection & Recovery

Additionally, the Lifecycle Management Suite supports a third party network of service providers whose services are integrated with the platform.

**Learn More:**  
To learn more contact us at [usainfo@temenos.com](mailto:usainfo@temenos.com) or visit [www.temenos.com](http://www.temenos.com).