

Hiway Federal Credit Union Collection Module

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- Cassandra Sandstrom, Collections Manager

Seeking New Collection Software

Hiway Federal Credit Union (Hiway), headquartered in Saint Paul, Minnesota had collection software which was being phased out, making it difficult for them to meet their collection needs. They needed a software program that would allow them to track many collection items, while still being user-friendly for their associates.

As a credit union with more than \$1 billion in assets, and over 69,000 members, Hiway offers a full array of financial products and services to meet their members’ ever-changing needs. Hiway’s associates are dedicated to improving the financial well-being of their members. They work to build lifelong partnerships by listening to, educating and empowering their members to help them reach their financial goals. With a large member base that has diverse needs, Hiway was looking for a real-time, user-friendly system with flexible queueing features and reporting capabilities.

Innovative Solutions

“There were specific features of the Collection module that made us choose Temenos, such as the ability to create individual queues based on our collection practices and run reports specific to our credit union needs,” noted Cassandra Sandstrom, Collections Manager. By choosing the Collection module from the Lifecycle Management Suite, Hiway

experienced more accurate reporting and efficiency of queue completion.

Their Problem

Hiway Federal Credit Union had collection software that was being phased out.

Our Solution

Temenos Lifecycle Management Suite Collection Module

End Results

Hiway was able to improve efficiency and create more uniformed processes for their collection team.

Overall Improvements

Hiway has seen great improvement on their productivity and efficiency. When asked what advice they would give to other financial institutions evaluating their collection platform, Hiway recommended that they consider this collection software based on the accessibility to create specific queues, reports, screens, views and more, that meet each collectors individual collection needs and also meets the internal credit unions requests.

Learn More:

To learn more contact us at usainfo@temenos.com or visit www.temenos.com.