

# More time for members + faster processes = special brew for credit union

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– Stephanie Baker, LAN Services Coordinator  
Anheuser-Busch Employees' Credit Union

## The Customer

Anheuser-Busch might be best known for its quality beers, but Anheuser-Busch Employees' Credit Union (ABECU) is best known for its exceptional member service. The credit union serves all employees, contractors and retirees of Anheuser-Busch companies and subsidiaries, including distributors. A Top 150 credit union in the U.S., ABECU has more than 100,000 members with locations across the country.

## The Challenges

Across the credit union, paper was piling up. From massive vaults to crowded file rooms and packed filing cabinets, ABECU employees battled boxes and folders full of current and previous members' documents. As a result, processes in diverse departments – including lending, member service, HR and beyond – slowed down. Finding a single document could take days. This not only slowed member service but decreased productivity and put the credit union at risk.

## The Journey

ABECU began with a single goal: reduce the time and money spent on processing its more than 150 daily reports. Management and staff hopes included eliminating manual processes and paper as well as the credit union's obsolete microfilm technology.

## The Solution

Credit union leaders knew they needed a solution to ease reports processing, but they also wanted a system that could tie departments together and improve member service. Only one of the many applications ABECU leaders reviewed fit that bill: OnBase.

"We started with a single goal, but now every department in the credit union uses OnBase for some process or function," says Stephanie Baker, LAN Services Coordinator.

## Happier members, happier employees

As expected, simplifying reports processing was first on ABECU's to-do list. Before OnBase, reports were printed from the credit union's core system and distributed across departments and employees for review. All of this took place during business hours and processing a single report took hours. Now, OnBase integrates with the credit union's core system to automatically process and store daily reports. The reports are processed at the end of the day and employees are automatically notified the next morning when they are ready for review.

### The Challenges

- Reports processing was time-consuming and costly
- Answering a single member request could take days
- Paper-based processes lowered productivity

### The Results

- Decreases processing time for daily reports
- Helps staff answer member questions faster
- Increased employee productivity

*“We can find information in seconds. Providing self-service options to our employees makes us a more productive credit union.”*

– Stephanie Baker

The paper-based system also had a negative impact on member service. For example, generating a duplicate statement for a member’s checking or savings account took up to five days. Locating the document on microfiche was time-consuming and frustrating for employees. Even after the requested information was found, it had to be manually copied.

OnBase makes member documents immediately available at every branch. “We’ve gotten great feedback from our members because they get instant information,” says Baker. “OnBase helps us meet our primary goal – to give the highest level of member service as quickly as possible.”

#### **Faster access to content increases self-service, productivity**

Every department at ABECU takes advantage of OnBase, including the HR department, which has experienced dramatic improvements.

“We have more than 435 employees and all HR records were crammed in an overflowing file room,” says Baker. In the past when employees needed an HR document, they had to interrupt an HR representative and ask him or her to locate the document and bring it to them. Not only did this take staff away from their regular responsibilities, but it also put sensitive data at risk for being lost or misplaced.

Now, all HR records are stored in OnBase. Employees have instant access to their own documents and all records are consistently organized. “We can find information in seconds,” says Baker. “Providing self-service options to our employees makes us a more productive credit union.”

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#### **Why OnBase?**

Whether your credit union has one location or 100, our solutions fit your needs. OnBase makes it easy to share content across departments, locations and geographies.

- Start your solution in one department and grow the system as you need
- Access content instantly at any time and from any location
- Improve productivity with faster processes and self-service

#### **time to make a difference.**

Get more information out of existing business applications. Reduce, even eliminate, wasteful, redundant tasks. Now you can spend your time on the things that really matter. That’s effective document and process management.

That’s the OnBase difference.

Learn more at [Hyland.com/CreditUnions](http://Hyland.com/CreditUnions)

**OnBase**<sup>®</sup>  
a Hyland Software solution