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## Randolph-Brooks Federal Credit Union Selects DNA from Fiserv

- Fourteenth-largest U.S. credit union chooses DNA from Fiserv for the flexibility, scalability and efficiency of advanced account processing technology
- RBFCU selects DNA to increase speed to market with new products and enhance member loyalty and satisfaction with real-time, personalized service
- DNA platform's unique customization capabilities and integration with leading Fiserv solutions were key factors in the credit union's decision

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that Randolph-Brooks Federal Credit Union (RBFCU), based in Live Oak, Texas, has selected the [DNA](#)™ account processing platform to better serve its more than 430,000 members. The \$5.5 billion asset credit union cited the platform's scalable, open architecture and member-centric design as factors that will help it grow by providing more personalized service and introduce new products faster and more efficiently.

RBFCU is one the fastest growing credit unions in the nation according to data from the National Credit Union Administration (NCUA). It has won recognition for its financial stability and outstanding performance, including six consecutive Crystal Performance Awards from Raddon Financial Group, three consecutive A+ ratings from Weiss Ratings, 91 consecutive "superior" rankings from Bauer Financial, four consecutive Fast Track Company growth awards from the *San Antonio Business Journal* and top-ten rankings from both *SNL Financial* and *IDC Financial Publishing*.

"One of the reasons our credit union has been so successful is our unwavering commitment to providing members with the best service, products and technology. It's this commitment that led us to DNA," said Mary O'Rourke, senior vice president and Chief Information Officer, RBFCU. "The advanced technology of DNA can scale with our growth plans while providing the flexibility and member-centricity we need to quickly roll out relevant, new products. With DNA, we'll have the potential to increase efficiency through integration with leading Fiserv solutions as well as have the ability to create our own custom core applications with DNAcreator™."

[Recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality, DNA from Fiserv is the first open, relationship-centered core banking platform built for global collaboration. The platform provides 24/7 real-time processing and is supported by an extendable relational data model designed around the individual instead of the transaction. As a result, RBFCU staff can securely view complete profiles of their retail and commercial customers.

One of the primary reasons RBFCU leaders chose DNA was for its unique customization capabilities. Using the DNAcreator development toolkit, RBFCU can create seamlessly integrated, custom core extensions called DNAapps™. The credit union can sell their DNAapps to other users as well as purchase DNAapps created by the DNA community through the DNAappstore™ - the first collaborative online marketplace for custom core applications.

“RBFCU joins a diverse client community of banks and credit unions. DNA will help RBFCU enhance its members’ financial lives by allowing the credit union to quickly respond to market needs for new products and delivery channels that match the pace of today’s real-time world,” said Steve Cameron, president, Open Solutions Division, Fiserv. “With DNA and a host of integrated surround solutions from Fiserv, RBFCU gains a comprehensive technology solution that will support the credit union’s culture of high growth and award-winning performance well into the future.”

In addition to DNA, RBFCU will implement tMagic™ for integrated teller capture, Verifast™ for teller line authentication and CRM/BI modules for DNA. The credit union will leverage the open architecture of DNA to integrate its existing Fiserv solutions, including Popmoney® for person-to-person payments, CheckFree® RXP® for bill payment and delivery, WireXchange® for wire transfer processing, Prologue™ for financial management and Frontier™ Reconciliation.

“We are privileged to partner with RBFCU, one of the country’s largest credit unions renowned for its focus on the economic well-being and quality of life of its members. RBFCU’s decision to convert to the DNA platform is a testament to the strength and flexibility of DNA as well as to the trust this leading institution has placed in Fiserv. Also, we are delighted with the market momentum of DNA, particularly in the large credit union segment of the market,” said Mark Sievwright, division president, Credit Union Solutions, Fiserv.

#### **Additional Resources:**

- Open Solutions, now part of Fiserv – [www.fiserv.com/about/brands/open-solutions.htm](http://www.fiserv.com/about/brands/open-solutions.htm)
- DNAappstore – [www.dnaappstore.com](http://www.dnaappstore.com)

#### **About Randolph-Brooks Federal Credit Union**

Established in 1952, Randolph-Brooks Federal Credit Union is a full-service financial institution whose mission is to improve members' economic well-being and quality of life. With assets exceeding \$5.5 billion, RBFCU serves more than 430,000 members from 40 plus branch locations throughout South Central Texas. For more information, visit [www.rbfcu.org](http://www.rbfcu.org).

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit [www.fiserv.com](http://www.fiserv.com).

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