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## DHCU Community Credit Union Selects DNA from Fiserv to Deliver Unique Member Experience

- Innovative credit union upgrades its technology foundation to facilitate deeper member relationships and faster response to market opportunities
- Platform will support growth with added agility and back-office efficiencies
- DHCU will add a range of integrated Fiserv solutions to deliver a seamless member experience across channels
- Credit union leaders cite relationship-centered design, modern technology and flexibility as key factors in selection

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that DHCU Community Credit Union, based in Moline, Illinois, has selected the [DNA](#)™ account processing platform and several integrated solutions from Fiserv. This technology infrastructure upgrade will enable the credit union to expand relationships with its 41,000 members by delivering highly differentiated and relevant products and services that provide a distinctly superior experience. The credit union chose Fiserv to replace its legacy core system following a detailed vendor review.

Winner of the Raddon Financial Group Crystal Performance Award and named the “Best Financial Institution” in the Quad Cities area by the Quad City Times, DHCU sought a core system that could support the tremendous growth it has experienced, enable it to introduce new products more quickly, and offer the flexibility, performance and operational advantages of a platform based on modern technology.

“DHCU is committed to changing the way people think about credit unions by delivering a truly unique member experience, and we needed a technology platform that could support our vision,” said Matt McCombs, president and CEO of DHCU. “DNA will help us develop member relationships, streamline our back-office processes, and give us the ability to add new services on-the-fly. It also gives us the customization and flexibility we wanted to make the system uniquely ours.”

DHCU will also leverage several integrated solutions from Fiserv such as the CRM and Business Intelligence suite for DNA, tMagic™ teller capture, Credit Card Management for DNA and other card solutions, Nautilus® enterprise content management, Prologue™ accounting suite, Vantage™ Risk & Budgeting Manager, Frontier™ Reconciliation, Wisdom™: 5300 Call Report Assistant and Item Processing solutions. The DNA professional

services team will help the credit union implement best practices, and Raddon Financial Group will continue to provide DHCU with trusted insights and advice.

McCombs anticipates additional advantages from moving the credit union to the up-to-date technology underlying DNA. “With the modern DNA platform we will be able to hire talented technology professionals who just spent four years in college learning the latest programming languages to work alongside seasoned staff to leverage the full potential of DNA. From an application standpoint, we’ll be able to create a member experience that rivals any competitor in the marketplace.”

“DHCU is an innovative and fast-growing financial institution that is relying on Fiserv and DNA to achieve their one-of-a-kind vision,” said Mark Sievewright, president, Credit Union Solutions, Fiserv. “We are committed to helping DHCU continue the success they’ve had in expanding relationships by equipping them to respond rapidly to member demand for new products and services as they deliver a seamless and differentiated member experience.”

Fiserv is the U.S. market leader in account processing services, and more than one-third of U.S. financial institutions rely on Fiserv for account processing solutions and expertise. DNA is the first open, core banking platform built for collaboration and has been [recognized by industry-leading analysts](#) for its technology, user experience and breadth of functionality.

#### **Additional Resources:**

- DNA from Fiserv - [www.fiserv.com/dna-cu](http://www.fiserv.com/dna-cu)
- DNAAppstore from Fiserv - [www.dnaappstore.com](http://www.dnaappstore.com)

#### **About DHCU Community Credit Union**

Founded in 1935, DHCU Community Credit Union serves residents and businesses throughout the Quad Cities region of northwest Illinois and southeastern Iowa. Membership is open to anyone who lives or works within 50 miles of any DHCU branch. The innovative credit union was named the “Best Financial Institution” in the Quad Cities area by the Quad City Times, as well as “One of the Best Places to Work” for young professionals. DHCU Community Credit Union is an involved corporate citizen that actively supports the communities it serves. For more information visit [www.dhcu.org](http://www.dhcu.org).

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is a leader in financial services technology and one of FORTUNE® magazine's World's Most Admired Companies. Fiserv enables clients to achieve best-in-class results by driving quality and 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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