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Granite State Credit Union Selects Acumen(TM) from Fiserv

- Technology-savvy credit union with 25,000-plus members chooses Fiserv solution
- Member relationship management capabilities cited as a key factor for selection
- Deployment includes bill payment with CheckFree RXP, AML Manager for compliance, other integrated Fiserv solutions

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions and the largest provider of business-driven technology [solutions for credit unions](#), announced today that New Hampshire-based Granite State Credit Union, has chosen to implement the Acumen(TM) account processing solution from Fiserv with in-house delivery. The credit union cited intuitive usability, workflow flexibility, and the broad range of integrated member relationship management (MRM) capabilities as key factors in the credit union's decision.

"Acumen gives all of our staff - whether it's someone in the field or a teller at the branch - the ability to have technology right at their fingertips to serve members more effectively," said Denise Caristi, President and Chief Executive Officer for Granite State Credit Union.

"Acumen eliminates our need to use separate software packages for the tools we need. Our staffers can get the information they need to answer questions, cross sell products and serve immediate requests quickly and effectively."

Caristi said Granite State Credit Union has a progressive approach to technology - whatever it takes to improve service for its 25,000-plus members. Acumen provides workflows that help credit unions increase operational efficiencies and enhance the member experience. With embedded MRM, business services and advanced core functionality, Acumen will also enable the credit union to effectively identify and track sales and marketing opportunities, and monitor and manage trends involving member investments and services used at the credit union.

"We're very sales oriented and member oriented, and Acumen leaps ahead in terms of member services," Caristi said. "It gives us an additional level of service we're excited to offer."

In addition to Acumen, Granite State will implement several value-add solutions from Fiserv, including LynxGate^(R) for switch gateway processing; Nautilus^(R) for enterprise content management; AML Manager for compliance; CheckFree^(R) RXP^(R) for electronic bill payment; debit card processing and fraud detection; and the UChoose Rewards^(R) loyalty program.

"Acumen is a natural choice for progressive credit unions like Granite State, who are focused on delivering superior member service through adoption of advanced technology," said Kevin Sparks, segment executive for Acumen, Credit Union Solutions at Fiserv. "We developed Acumen with key services embedded in the core and streamlined interfaces to third-party applications. Those capabilities enable Granite State to proactively reach out face-to-face and through digital channels to strengthen relationships with each member."

Acumen is the newest choice in account processing from Fiserv for credit unions. Designed to meet the needs of the largest and most progressive credit unions, Acumen features an open architecture, advanced functionality and superior ease of use that liberates credit unions from the limitations of legacy technology, allowing them to grow freely. Acumen is available via service bureau, in-house delivery or resource management.

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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Source: Fiserv, Inc.