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CU*Answers Launches New Core Processing Tool Targeted at CUSOs and Vendors

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CU*Answers announced today that it has signed ABC CUSO to be its first client for the new CU*BASE® SE (Servicer Edition) product. CU*BASE SE is a new full-featured core processing suite targeted at vendors and CUSOs that service specialized member products for credit unions across multiple core processing environments.



Says Randy Karnes, CU*Answers CEO, "CUSOs are everywhere today, servicing mortgages, business loans, credit card portfolios, even investments. They've done a great job at manufacturing process, markets, and aggregate groups of credit unions. But far too often they are only the customers of third-party software solutions, and have not gotten into developing direct solutions that could support their CUSO for years to come. We hope to partner with these kinds of CUSOs in developing new technologies and evolving some of the solutions used in our network today."

CU*Answers announced that CU*BASE SE will launch with solutions targeted at servicing mortgages and credit card accounts. CU*BASE SE will include back office core processing for the CUSO staff, as well as web-based solutions—including online banking and mobile web banking—provided directly to members.

"For a CUSO to be successful, it needs to be more than just a one-trick pony when it comes to driving member activity," says Karnes. "It needs a servicing solution that can reach every channel, that includes direct marketing outreach to members, and that has a full set of technology solutions that can build a network of its credit union customers. We have these products, and we plan to share these solutions with the CUSO community."

Karnes promised that CU*BASE SE would be more than just a product, hinting that a new CUSO is in the works that would allow servicing CUSOs to be partners as well as customers.

About CU*Answers

CU*Answers offers expertise in implementing technical solutions to operational needs, and is a leader in helping credit unions form strategic alliances and partnerships. CU*Answers provides a wide variety of services for credit unions including its flagship CU*BASE processing system (online and in-house) and Internet development services featuring **It's Me 247** online and mobile banking.

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Additional services include web development, network design and security, and image check processing. Founded 40+ years ago CU*Answers is a 100% credit union-owned CUSO providing services to credit unions representing nearly 1.5 million members and \$10 billion in credit union assets. For more information, visit www.cuanswers.com.

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