



TUNE UP

Who Should Participate?

- Credit Union Executives
- Managers
- Frontline Staff



Choose an Engagement Tailored to Your Needs

Tune-Up Stage 1: Highly Focused on Education and Training

- Introduction to CU*Answers & the brands
- Introduction to the people that drive the brand
- Demo of CU*BASE – tools and dashboards
- Review of free educational resources
- Next Suggested Brand – intro. to the teams that will help

Tune-Up Stage 2: Focused on Obtaining the Analytics

- Introduction to Asterisk Intelligence
- CU*BASE demo of reports and dashboards
- Discussion of various strategies and recommendations

Tune-Up Stage 3: 1-on-1 Engagements with Brand Managers

- Introduction to brand managers/owners
- Review of CU*BASE product/service configurations
- Discussion of various strategies and recommendations
- Set goals & determine how to measure progress

High Level Tune-Ups –Personalized Engagements Digging into Deeper Challenges

- Service Engine Checks
- Management Tune-Up
- CU*BASE Release Management



Tune-Ups & the Packages Available to You!

Tune-Ups are a series of engagements meant to target areas of credit union operations that might be improved with minor adjustments. Each engagement provides credit unions more access to CU*Answers leaders, brand developers, managers and associates. All the while, providing the education, experience, knowledge you need to thrive. Tune-Ups are completely customizable, and packages can begin in any stage of the Tune-Up process.



Order from the Store
store.cuanswers.com/solutions

Tune-Ups Available:

Lending, Accounting/Back Office, Fee Income, Internet Retailing, Marketing, Tiered Services, and more.

Getting Started

Optimizing your strategies will help pave the way for improved member service and operational efficiency. CU*Answers Management Services is here to help. Contact CU*Answers Management Services by email cmssales@cuanswers.com or by phone 800-327-3478 x131.