



CASE STUDY

Beacon Credit Union Attracts New Members with Competitive Consumer Loans



Finastra solutions help us to provide our members with the financial tools that they need to meet their personal goals.”

Kasey Findley
Vice President of Retail Lending,
Beacon Credit Union

**(THE FUTURE OF
FINANCE IS OPEN**



At a Glance

Solution

- Fusion DecisionPro
- Fusion LaserPro



Fusion LaserPro enables us to create accurate, compliant loan documentation in a fast, straightforward and highly automated way.”

Kasey Findley

Vice President of Retail Lending,
Beacon Credit Union

About Beacon Credit Union

Founded in 1931 in Wabash County, Indiana, Beacon Credit Union is committed to providing dependable loans and savings programs for businesses and individuals. With total assets of \$1.2 billion, over 45,000 members and 28 branch locations, Beacon Credit Union is the largest agricultural lending credit union in the United States.

The Challenge

Building on years of successful growth in Indiana's farming communities, Beacon Credit Union looked to bring its lending services to more people. To attract new members and nurture their loyalty, the organization set out to enhance the member experience in its lending business by replacing manual processes with efficient digital workflows.

The Solution

Beacon Credit Union replaced its existing lending system with a central solution for its retail and agricultural lending operations, powered by Fusion LaserPro and Fusion DecisionPro from Finastra. By integrating Finastra's solutions and core banking capabilities, the institution is further enhancing efficiency and reducing error rates.

The Result

Beacon Credit Union has reduced the time taken to process loan applications to just 30 minutes, helping the organization enhance service quality and grow its consumer lending base by 9 percent in just four years. With Fusion LaserPro providing robust, reliable and compliant loan documentation, Beacon Credit Union has strengthened regulatory compliance while freeing frontline staff from repetitive manual tasks—enabling them to dedicate more time to member service.

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By automating our loan application processes with Fusion LaserPro and Fusion DecisionPro, we've reduced the time taken to process a new application to just 30 minutes.”

Kasey Findley

Vice President of Retail Lending, Beacon Credit Union

Beacon Credit Union attracts new members with low-touch, convenient lending services powered by Fusion LaserPro and Fusion DecisionPro from Finastra

Planting the Seeds of Growth

One of the leading financial services providers for the agricultural community in Indiana, Beacon Credit Union aimed to grow its business into additional sectors of the local economy.

Kasey Findley, Vice President of Retail Lending at Beacon Credit Union, comments: “We have a very strong reputation within our local farming community, but our retail lending services were largely unknown to individuals and organizations outside of the agricultural sector. We've made it our mission to attract new members with convenient, competitive in-branch and online lending services.”

Consumer expectations around financial services are rising. To attract new members and foster their loyalty for the long term, Beacon Credit Union knew it needed to offer a high-quality member experience across every channel.

Findley continues: “Our existing loan processing system was nearing end-of-life, and we saw an opportunity to streamline our core lending activities. We were particularly keen to empower our employees to spend more of their working days delivering responsive, personalized services. To achieve that goal, we decided to establish a single solution for all of our lending activities—reducing manual effort in our loan decisioning and origination processes.”

Reliable, Flexible Solutions

To achieve its goals, Beacon Credit Union established a central hub for all its lending activities with Finastra solutions.

“Our Vice President of Credit Administration, Trisha Loker, who worked with Finastra in a previous role at another company, recommended that we evaluate Fusion LaserPro,” comments Findley. “We were very impressed by Fusion LaserPro. Not only was it easy to integrate with our core banking solution, it enables us to create accurate, compliant loan documentation in a fast, straightforward and highly automated way.”

After years of successfully using Fusion LaserPro to process loans, Beacon Credit Union upgraded to the Finastra Total Lending – Premium bundle, giving the organization access to enhanced consumer lending decisioning capabilities with Fusion DecisionPro.

Findley explains: “Fusion DecisionPro has helped us eliminate time-consuming, error-prone manual processes from our back-office operations. Moving to Fusion DecisionPro was a big step forward, and gave us new ways to improve the efficiency of our lending services.”

Growing Member Family

Since evolving its lending solutions with Fusion LaserPro and Fusion DecisionPro, Beacon Credit Union has cut turnaround times on new loan applications and has significantly increased its consumer lending base.

Findley says: “By automating our loan application processes with Fusion LaserPro and Fusion DecisionPro, we've reduced the time taken to process a new application to just 30 minutes. Being able to offer credit to approved members quickly greatly improves their lending experience and, in turn, helps us to provide competitive services across both our agricultural and retail lending portfolio.”

With fewer complex manual tasks involved in processing a loan application, over 100 frontline staff can now guide members through the application process in store, dramatically increasing opportunities to cross- and up-sell services. And with the Finastra solutions supporting digital banking, members can even apply for a wide range of loan products online.

“Thanks to Fusion LaserPro and Fusion DecisionPro, we can now offer our members faster decisions on new loans—contributing to a better member experience and helping us grow our consumer lending base by 9 percent over a four-year period,” adds Findley.

“What's more, because Fusion LaserPro is based on industry best practices, we can incorporate changes to regulatory requirements into our processes with ease.”

Finastra will work with Beacon Credit Union as a strategic partner to drive further efficiency improvements and help it to develop new products and services



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Kasey Findley

Vice President of Retail Lending,
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Findley says: “Most of all, our Finastra solutions help us to provide our members with the financial tools that they need to meet their personal goals, whether that involves buying a new car or supporting their children through college.”

Planning Ahead

Beacon Credit Union developed a strategic partnership with Finastra throughout the migration to Fusion LaserPro and Fusion DecisionPro, and aims to build on this relationship in the years ahead.

“The Finastra team was really supportive throughout the implementation process, and truly took the time to understand our business,” says Findley. “The Finastra team also explained how we could get the most out of our Finastra solutions and showed

us how to adapt the loan documentation templates in Fusion LaserPro to meet our unique requirements.”

Findley concludes: “Looking ahead, we plan to continue working closely with Finastra and explore how we can embrace more automation capabilities to continuously improve efficiency and evolve our products and services.”

About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today—spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location—from global financial institutions, to community banks and credit unions.

Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 90 of the world's top 100 banks use Finastra technology.

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