



Sioux Valley CCU and Coulee Dam FCU Move to Fiserv to Enhance Member Experience and Streamline Technology

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Integrated core account processing and digital capabilities will enable both credit unions to enhance efficiency and better serve members

BROOKFIELD, Wis.--(BUSINESS WIRE)--Jun. 19, 2018-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that Sioux Valley Community Credit Union, based in Sioux City, Iowa and Coulee Dam Federal Credit Union, based in Coulee Dam, Washington, are partnering with Fiserv to create enhanced member experiences and streamline their IT processes.

Both credit unions will move from their current providers to the Portico® core account processing platform with integrated digital and mobile banking solutions from Fiserv.

Sioux Valley Community Credit Union was founded in 1952. The credit union will leverage the technology ecosystem that Fiserv provides to enable the institution's growth strategy. The credit union's board saw considerable value in streamlining vendor relationships via the move to Fiserv. In addition to Portico, Sioux Valley will also implement debit and credit processing, digital and mobile banking, and bill payment solutions from Fiserv.

"Our board made the decision that we should push hard toward efficiency and growth," said John Parks, CEO, Sioux Valley CCU. "We all saw the decision to move to Portico as vital – we needed a technology platform that would allow us to better understand and leverage member data and cut the fat off of process, as well as unified surround solutions that would provide the enhanced experiences members are demanding."

Coulee Dam FCU was founded in 1941 to serve those working on the Grand Coulee Dam Project. The credit union will partner with Fiserv for a large portion of its technology solutions in addition to core account processing – including online banking, loan origination, and more.

"As we evaluated our systems and needs, it became clear that streamlining technology was a critical step from an efficiency and member experience perspective," said Shannon Burge, chief information officer, Coulee Dam FCU. "The Portico ecosystem will allow us to expedite internal processes thanks to its integration capabilities and the efficiencies of its hosted ASP technology model. We're looking forward to making the transition to Fiserv and focusing on delivering value to our members."

"Delivering intelligent experiences that are intuitive and immediate will allow credit unions to stay in lock-step with member needs," said Vincent Brennan, president, Credit Union Solutions, Fiserv. "By leveraging a hosted ASP model that includes comprehensive, integrated digital solutions, Sioux Valley CCU and Coulee Dam FCU will be able to streamline technology maintenance while delivering the capabilities members expect."

With the addition of Sioux Valley CCU and Coulee Dam FCU, the Portico user base continues to grow rapidly – adding 15 signed credit unions or installs over the past 12 months.

In a world moving faster than ever before, Fiserv helps clients deliver solutions in step with the way people live and work today – financial services at the speed of life. Learn more at [fiserv.com](#).

Additional Resources:

- Credit Union Platforms from Fiserv - <https://fisv.co/2FBgZW7>
- Portico from Fiserv - <https://fisv.co/2FEUmAm>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) enables clients worldwide to create and deliver financial services experiences in step with the way people live and work today. For more than 30 years, Fiserv has been a trusted leader in financial services technology, helping clients achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and insights and optimization. Fiserv is a member of the FORTUNE® 500 and has been named among the FORTUNE Magazine World's Most Admired Companies® for five consecutive years, recognized for strength of business model and innovation leadership. For more information, visit [fiserv.com](#).

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