



Hughes Federal Credit Union Selects Fiserv to Provide Foundation for Digital Transformation

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Architect from Fiserv will enable credit union to deliver a customized digital experience

BROOKFIELD, Wis.--(BUSINESS WIRE)--May 6, 2019-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that Hughes Federal Credit Union (Hughes) will enhance its digital capabilities with technology from Fiserv. The credit union will utilize Architect™ from Fiserv as a foundation for a range of online, mobile and payments services, delivering a seamless digital experience to members.

"In a competitive market and an era of increasing expectations, it is important that we offer a distinct set of digital banking and payments capabilities that sets us apart from other financial institutions," said Rich Griesser, vice president of Information Technology, Hughes Federal Credit Union. "The flexible Architect technology allows us to go beyond the industry standard and customize our digital banking offerings to create a differentiated, intelligent experience that is tailored to our members."

According to the Expectations & Experiences: Channels and New Entrants consumer trends survey from Fiserv, the majority (58 percent) of consumers now prefer to interact with their primary financial institutions via online or mobile channels. These findings underscore the importance of digital interactions in members' financial lives.

Hughes selected Architect because of its open framework and flexibility. The credit union will maintain control over its service offerings with a digital platform that accommodates the needs of its members. The open framework facilitates integration of additional capabilities such as alerts, electronic bill payments and person-to-person payments, which the credit union will offer utilizing Turnkey Service for Zelle®. Hughes FCU will also be able to integrate services from other providers using Architect as a foundation. This will eliminate inconveniences such as multiple sign-ons and enable the seamless delivery of a range of digital services.

"Our research indicates that digital interactions are preferred and have a notable influence on how people perceive their financial institution," said Gerry Leonard, president, Digital Channels, Fiserv. "Hughes has earned a reputation for service and innovation, and they are furthering that reputation through their commitment to digital differentiation enabled by Fiserv technology."

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](#).

About Hughes Federal Credit Union

Established in Tucson in 1952, Hughes Federal Credit Union has \$1.2 billion in assets and 128,000 members. Hughes is rated number one by Forbes in their inaugural best-in-state bank and credit union ranking and has a "Superior" 5-Star Bauer Financial rating. It is rated A + and has been accredited by the Better Business Bureau since 1974. The Credit Union is federally insured by the National Credit Union Administration. For more information, visit [HughesFCU.org](#), or follow Hughes at [Facebook.com/HughesFCU](#) and [Twitter.com/HughesFCU](#).

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 35 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 six consecutive years, recognized for strength of business model, people management, social responsibility and innovation leadership. Visit [fiserv.com](#) and [follow on social media](#) for more information and the latest company news.

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