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Queensland Teachers' Credit Union Selects Fiserv

- | Fiserv solutions present immediate opportunity to QTCU for improved efficiencies and enhanced member experience
- | QTCU will use Aperio to introduce new product offerings for members quickly while reducing cost of ownership
- | Members to benefit from Aperio and Teller use through improved service times and more personally relevant product offerings

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions, announced today that [Queensland Teachers' Credit Union](#) (QTCU) has selected Aperio™ from Fiserv, the next generation customer channel management solution, and Teller from Fiserv, the multi-currency, full-function, branch tellering and transaction processing solution. QTCU, established in 1965, is a \$1.1 billion institution with 15 branches in the state of Queensland, Australia. The institution has used the [Signature™ bank platform](#) from Fiserv since in 1999.

The credit union sought a refresh in their technology that would provide a cost effective, single view of their customer for more targeted servicing and sales. The implementation of Aperio and Teller for Signature will present QTCU with the opportunity for immediate benefits in terms of increased efficiency and enhanced member experience.

Aperio provides a business process-driven solution that will increase the efficiency and productivity of QTCU's staff and provide intelligent prompts for more relevant interactions with its members. In addition, the configuration suite within Aperio empowers QTCU with quicker software development, reduced cost of ownership and faster time to market with new product offerings.

"Fiserv is an innovative and financially strong technology provider that has a clear commitment to the Australian market and specifically to credit unions," said Mike Murphy, Chief Executive Officer of QTCU. "We chose to add Aperio and Teller to our technology suite because we feel both solutions will improve our efficiency and, as importantly, enhance our member experience. The Fiserv solutions met our strategic objectives and provided us with a greater propensity to be a progressive, innovative and viable challenger in a very competitive banking marketplace. Fiserv continues to be our strategic technology partner, and we're pleased to expand the relationship even further."

Aperio and Teller will be implemented in all branches. QTCU expects to increase member responsiveness and service thereby increasing member numbers and wallet share as well as reduce their total cost of ownership for all technology. Members will benefit from the implementation of Aperio and Teller through improved service times and the staff's increased awareness of the member's history across channels in one location. Staff will be better prepared to offer relevant products to members, quickly turn around queries and provide more timely status updates.

"Our growing relationship with QTCU is a milestone for Fiserv in Australia, as it shows that we can bring innovation and value to boutique member-focused organizations as well as large banks," said Nick Wilde, Asia Pacific managing director, Bank Solutions, Fiserv.

With Aperio financial institutions have a single view of the end user for credit union representatives to provide quick, accurate customer service to promote and improve overall customer satisfaction. Through pre-built and configurable workflows in Aperio, all channels are integrated to create a single view of the customer regardless of touch point. Aperio gives clients the capability to proactively make decisions about how to proceed with their customers -- based on real-time data -- as well as offering more personalized product offerings to increase sales.

Teller for Signature is the multi-currency, full-function, branch tellering and transaction processing solution built around an easy-to-use graphical interface. Off- or on-line, Teller provides efficient management of cash and transaction activities, deposits, withdrawals, transfers, currency exchange and general ledger transactions.

Signature provides financial institutions with a complete end-to-end solution for account processing, fully integrated with other market-leading solutions from Fiserv. Signature is [positioned by Gartner, Inc. in the Leaders Quadrant](#) of the 2010 "Magic Quadrant for International Retail Core Banking."

Additional Resources:

- | Queensland Teachers' Credit Union - <http://www.qtcu.com.au/>
- | Signature Bank Platform - <http://signature.fiserv.com/>

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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