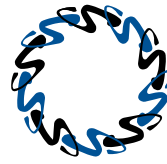


# CASE STUDY

## Georgia Central Credit Union (GCCU)



OPTIMUS solutions

### COMPANY OVERVIEW:

Georgia Central Credit Union (GCCU) is a corporate credit union that serves the investment, payment and liquidity needs of its member credit unions throughout Georgia. GCCU handles, among other services, the processing of all their members' coin and currency orders with the Federal Reserve Bank. In 2005, the company processed over 3,000 coin and currency transactions.

### BUSINESS & TECHNOLOGY CHALLENGES:

GCCU was updating their core data processing system to a new system that could not handle online coin and currency ordering operations. Without this capability, GCCU's member credit unions would have had to phone in all orders, creating a surge of manual work for GCCU employees. Additionally, the company's old system required employees to manually transfer information from their members' online currency orders into the Federal Reserve Bank's system. With GCCU receiving more than 50 currency orders on peak days, this manual process was cumbersome, inefficient and caused errors in currency ordering. GCCU needed a new coin and currency system that would still allow its members to place orders online while also eliminating most of the manual processing that GCCU employees had to do.

### THE OPTIMUS SOLUTION:

Optimus developed G'CCO (GCCU Coin and Currency Online), a custom browser-based coin and currency processing system built on the IBM Lotus Domino platform. This application allows GCCU's member credit unions to order and return currency and coins for their various branches through a secure on-line system. G'CCO transforms daily transactions into an XML file for upload to and direct processing by the Federal Reserve Bank. Additionally, the system automatically creates daily and monthly reports so that GCCU can accurately bill their members. G'CCO also features robust search functionality that allows users to quickly look up orders and returns based on a variety of criteria.

GCCU also requested specific branding for the G'CCO application that would convey its name and functionality. Optimus responded with the G'CCO Gecko logo.

### MEASURABLE RESULTS:

The G'CCO system provides GCCU with more efficient, streamlined order processing. The easy to use G'CCO system is a hit with GCCU's member credit unions and, by eliminating manual data entry, has reduced the number of order processing errors and improved GCCU's customer service.

Angie Snow, GCCU's Assistant Vice President of Operations/Compliance, says "coin and currency processing is the most streamlined process we have in the member service area all because of G'CCO! We love the system!"

### TECHNOLOGIES USED:

- Lotus Notes/Domino

### SERVICES RENDERED:

- Application Development
- Application Interface Design
- Messaging & Collaboration

"Coin and currency processing is the most streamlined process we have in the member service area all because of G'CCO! We love the system!"

### Angie Snow

*GCCU's Assistant Vice President of Operations/Compliance*

