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## Randolph-Brooks Federal Credit Union Selects Acumen from Fiserv

- | Sixteenth-largest U.S. credit union with \$4.3 billion in assets and more than 350,000 members selects advanced core processing solution from Fiserv
- | Growth-minded credit union cites member-centric view, modern architecture and customization capabilities as key decision factors
- | Credit union also selects ATM management and cross-selling solutions from Fiserv

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions and the largest provider of business-driven technology [solutions for credit unions](#), and [Randolph-Brooks Federal Credit Union](#) (RBFCU) of Live Oak, Tex., announced today that RBFCU has chosen to implement the Acumen<sup>®</sup> account processing solution from Fiserv. The \$4.3 billion institution cited the open platform's advanced architecture, scalability and member-centric design, as well as the scale, support and expertise of Fiserv as key decision factors.

Growth is a key business objective for RBFCU, which is the sixteenth-largest credit union in the U.S. In the last four years, the credit union's assets increased 64 percent and its membership increased by 38 percent to more than 350,000 diverse members in South Central Texas. The institution's growth is organic and not a result of mergers or acquisitions. Leaders for RBFCU said they were looking for a system and a provider that could support the credit union as it continues to grow and as its business needs continue to evolve.

"Fiserv has leveraged open technology and development languages, which means we have the flexibility to develop specific applications for our business as needs evolve," said Mary O'Rourke, vice president of electronic services for RBFCU. "The holistic, member-centric views in Acumen make the sales process more dynamic and efficient, and the sales functionality supports the sales and service-culture we've established at RBFCU."

"We're confident that as a technology partner, Fiserv has the expertise and commitment to support our growth, while delivering a solution that improves service and efficiency for our members," said Randy M. Smith, Chief Executive Officer for Randolph-Brooks Federal Credit Union.

In addition to Acumen, RBFCU will implement other Fiserv products, including LynxGate<sup>®</sup> for ATM management and Next Multi-Channel Marketing for cross-selling capabilities.

"Randolph-Brooks is committed to the mission of improving its members' economic well-being and quality of life, and this philosophy has fueled its impressive growth," said Kevin Sparks, segment executive for Credit Union Solutions at Fiserv. "Fiserv is committed to supporting the credit union's mission, and we welcome them to the growing ranks of forward-looking credit unions that have chosen Acumen as their platform for the future."

"At Fiserv we offer the full range of technology solutions that enable credit unions of all sizes to be successful in an ever-changing financial services marketplace," said Mark Sievwright, president of Credit Union Solutions at Fiserv. "Our approach gives credit unions like Randolph-Brooks the flexibility to choose the products and services that match best with their goals and strategy. We are delighted that Acumen was the first choice of RBFCU."

Acumen is the newest choice in account processing for credit unions from Fiserv. Designed to meet the needs of the largest, most progressive credit unions, Acumen features an open architecture, advanced functionality and superior ease of use, plus the ability to cost-effectively scale as credit unions grow. Acumen is available via service bureau or in-house delivery.

### Additional Resources:

- | Acumen information and brochure — <http://www.fiserv.com/Prod-Acumen-OV.pdf>

- | Fiserv Credit Union Solutions website - <http://www.creditunions.fiserv.com/>
- | Fiserv Credit Unions on Twitter - [http://twitter.com/fiserv\\_cu](http://twitter.com/fiserv_cu)
- | Randolph-Brooks Federal Credit Union - <http://www.rbfcu.org>

### **About Randolph-Brooks Federal Credit Union**

Established in 1952, Randolph-Brooks Federal Credit Union is a full-service financial institution whose mission is to improve members' economic well-being and quality of life. With assets exceeding \$4.3 billion, RBFCU serves more than 350,000 members from 38 branch locations throughout South Central Texas.

### **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](http://www.fiserv.com).

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