

Financial DataCorp

Tun Plus provides complete host connectivity for Financial DataCorp

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— Bob Mariotti, Executive VP, Financial DataCorp

BACKGROUND

Founded in 1976, Connecticut-based Financial DataCorp is an expert VAR, selling complete financial systems to community banks and credit unions. With over 25,000 credit unions and community banks currently operating across the country, the market is thriving and Financial DataCorp's impressive client list includes leading institutions such as Hartford Telephone and Beacon Federal. In a market sector built on the philosophy that small is beautiful and the customer is king, Financial DataCorp knows that only product excellence and complete customer care will ensure its continued success. So when it decided to integrate a product into its application that would take care of all their PC-to-host connectivity needs, they knew Esker's Tun Plus was a solution they could bank on.

CHALLENGES

Financial DataCorp offers a complete banking solution for credit unions and community banks. Customer service is the watchword of the business as Bob Mariotti, Executive Vice President for Financial DataCorp, explains. "Our customers are offering their members a complete and highly personalised service. That is exactly what they expect from their suppliers and that is what we deliver with Cunix."

The Cunix system is comprised of a number of integrated modules for account and loan processing, ATM card management, telephone and Internet banking, document archive and retrieval. With Cunix, Financial DataCorp sells a complete package including the necessary hardware, software, networking and consultancy. Mariotti comments, "Everything is configured for the customer before it is delivered. When we deliver the system, they can simply plug it in and go."

TECHNICAL REQUIREMENTS

Financial DataCorp has been committed to IBM's Unix platform since 1990, when the company completely designed Cunix for AIX. "The RS/6000 is a proven, mature and reliable platform," says Mariotti. "However, with the increased use of PCs running Microsoft Windows, the company needed to find a way of delivering Cunix applications to a range of different desktops from 'green screens' to graphical PCs."

Mariotti explains, "Different people need different interfaces to their computer systems. For example, a teller needs the speed and simplicity of a character terminal interface. A loans approval executive may feel more at ease with a mouse and a Windows interface. What we needed was a connectivity solution that was capable of meeting both these requirements. It had to be easy to use and highly configurable because we wanted to integrate it seamlessly into Cunix. Also, it had to be proven and reliable."

SOLUTION

Financial DataCorp chose Tun Plus from Esker. The product is integrated into every system the company sells, providing TCP/IP-based access from the desktop to the Cunix applications running on IBM RS/6000 servers. The company has made extensive use of the product's configurability. In addition to terminal emulation, Financial DataCorp has used Esker's unique Application Revamper to tailor the look and feel of Cunix with mouse control, multiple colours, and dialogue buttons. The result is a set of applications that look equally at home on a character terminal or a Windows PC. Everything is controlled from the same core application and - from the teller to the back office - everything is easy to use.

IMPLEMENTATION

Financial DataCorp evaluated a number of products before choosing Tun Plus. As Mariotti explains, "We looked at potential solutions such as ICE by James River. But when we analysed what each could offer, Esker was the only game in town."



Esker worked closely with Financial DataCorp, helping them to use the Application Revamper and configure the interfaces to their needs. Mariotti continues, "The product is easy to use and their people are easy to work with. All the staff at Esker are totally committed to us and our product. That makes all the difference."



BENEFITS

"Ultimately, the success of the system depends on a thorough understanding of how credit unions and community banks do business. The role of the teller is crucial in dealing with customers quickly and professionally," as Mariotti explains. "The teller needs to view all the information on a customer - on the screen at one time. So the system needs to be designed specifically for their needs and it must be utterly robust and reliable. By integrating Tun Plus from Esker into Cunix, we have achieved exactly that."

Another key factor in the success of Cunix is that it offers such a high degree of unattended processing. Daily closing, back up processing, automatic transfers, accumulated forms generation, and pending credit reports are all processed automatically at the end of the day or month.

Mariotti comments, "Cunix's unattended processing capability is unmatched. It means our customers don't spend their evenings or weekends baby-sitting the computer systems. To achieve this we need 100% reliability from every component and every piece of application code. Again, Tun Plus delivers exactly what we need. In fact, using Tun Plus, we have been able to achieve everything we wanted to do."

FUTURE

"We are very excited about Esker's web-to-host connectivity solution," comments Mariotti. His enthusiasm is understandable. Internet-based banking is revolutionising the way credit unions and community banks do business, and with Esker, Financial DataCorp is ideally positioned to take advantage of the changes. "The web browser will provide a seamless look and feel across our counter-based and Internet banking products." He continues. "The interface is so easy to use and gives the teller exactly what they need - all the necessary information to deal with customer quickly and effortlessly.



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Australia	■ www.esker.com.au	Spain	■ www.esker.es
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