ESKER SmarTerm®

Fort Campbell Federal Credit Union
Benefitting from SmarTerm flexibility

FORT CAMPBELL FEDERAL.
Building a Tradition of Financial Success

FCFCU is a full-service financial cooperative serving more than 35,000 members, with branches in Fort Campbell, Bowling Green, and Hopkinsville, Kentucky and Clarksville, Tennessee. Founded in the 1950s primarily to serve civilian employees on the Fort Campbell military base, FCFCU now has member groups including military, federal, state and city employees in the area.

Background

"For the credit union's new, fully networked branch, we're moving the teller stations from dumb terminals to PCs with SmarTerm installed," said John Kee, Senior Computer Technician for Fort Campbell Federal Credit Union (FCFCU). "The new system will handle all member transactions — everything from new accounts to savings bond redemption to issuing CDs."

FCFCU's computing environment includes a Data General host system with dumb terminals and PCs. The system provides credit union staff access to member account and transaction data from the Galaxy 2000 Credit Union Systems information management application. FCFCU has been using SmarTerm products to simplify the credit union's transition from terminals to PCs, and for remote access to host applications. FCFCU was in the process of migrating to a LAN/WAN environment that would include approximately 60 SmarTerm users.

Challenges

Because many FCFCU staff have received computer training on dumb terminals only, Kee uses SmarTerm to bring up transparent sessions automatically by defaulting to the DG user session when SmarTerm is launched. This gives users the opportunity to become familiar with the Windows operating system while they work, which helps maintain productivity during the transition. "That's the real beauty of having a standardized graphic user interface with SmarTerm," noted Kee.

SmarTerm also helps make file transfers painless for Kee. "We download some daily ATM reports that eventually get moved over to our optical storage," said Kee. "Sometimes, instead of a standard three-character month abbreviation, the reports come to us with four character dates — which the optical storage system can't recognize.

Using SmarTerm, I simply download the report into Galaxy, then go in through the network access and use FTP to bring it off into my PC. I can move data anywhere with SmarTerm. And it's an incredibly stable product, which is a necessity for us."

Solutions and benefits

"With the experience we've had with SmarTerm, it's so flexible that I wouldn't really even consider another product," said Kee. "SmarTerm is just so easy to use — especially for new users because they don't have to know a lot about it. And of course, they appreciate having the flexibility to customize their screens."

Kee typically has four different sessions running on SmarTerm daily. "SmarTerm is the first application I start up in the morning, and it stays up all day. I have access to the Galaxy system simultaneously through a direct serial connection and a network FTP connection, and I have a network connection to the optical retrieval system. That gives me incredible flexibility when I need to move files around," said Kee.

"Another helpful feature is the keyboard remapping, which is essential because some of the communications applications we use require special function keys. With SmarTerm, it's quick and easy," Kee added.

"" With the experience we've had with SmarTerm, it's so flexible that I wouldn't really even consider another product.

John Kee ▪ Senior Computer Technician ▪ Fort Campbell Federal Credit Union (FCFCU)

ESKER®
Document Process Automation

For more information:

Americas ▪ www.esker.com	**Germany** ▪ www.esker.de	**Spain** ▪ www.esker.es
Australia ▪ www.esker.com.au	**Italy** ▪ www.esker.it	**United Kingdom** ▪ www.esker.co.uk
France ▪ www.esker.fr	**Singapore** ▪ www.esker.com.sg	