

AltaOne Federal Credit Union Case Study

Background

AltaOne offers a full line of financial services, including savings, checking, IRA, term share accounts, direct deposit, youth accounts, Visa Cards, home equity lines of credit, real estate loans, signature loans, as well as boat, car, truck, off road vehicle, motorcycle and RV loans with an asset size of greater than \$380 million and more than 37,000 members.

Situation

AltaOne needed a system that would allow them to share information among their key management group comprising a network of external volunteers including individual volunteers as well as their Board of Directors. They especially wanted to overcome the inconvenience and difficulty managing hard copy documents and using traditional mail to deliver conference materials for their board meetings. This was particularly important to help manage document access for those people who travel frequently and are often away from their offices. The Novo Solutions knowledge base system was chosen to solve a problem that had been present for two to three years.

Results

AltaOne built an extranet for the purpose of facilitating the smooth dissemination of information and materials, agendas, minutes of meetings, notes and various documents in support of topics for their meetings. Using the Novo Solutions knowledge base software, access to documents is available to any authorized individual from a standard browser. The system is password protected, easy to use and provides a great deal of efficiency. This flexibility allows AltaOne management and directors the opportunity to read and review documents at their convenience anytime, anywhere.

Using the knowledge base system, AltaOne has virtually eliminated the paper flowing by mail and have also eliminated much of the cost of USPS and overnight delivery. They are able to use the system during meetings to project documents on demand using an overhead projector and which can also be referred to by remote participants during the meeting. The system keeps everyone up to date and well informed. Meetings flow faster, are more productive and attendance is more consistent.

Everyone is impressed by how easy the system is to use and how fast documents can be accessed. After the first half hour training session the entire board was able to use the knowledge base. The Novo Solutions system was selected following a pilot trial of several systems. Its selection was based on ease of use, the high degree of functionality and its competitive price. Their overall satisfaction is exceedingly high.