Hello Gloria, Welcome to MyCU. We hope to serve you the best experience. Reply to this message or Text us 24×7 at 54490 for any help. Thank you for choosing us.

Strengthen Member Service with Eltropy + Symitar Integration

Eltropy and Symitar partner to make credit unions digital communications fast, responsive and always within reach. Using Eltropy's technology within Symitar, credit unions can send promotional text messages to opted-in members and enable real-time text alerts directly from Symitar's Episys.

Do so much more with TEXT

- Launch Eltropy messenger for seamless 1:1 Text Conversations within the Symitar Episys environment
- Send automated alerts based on changes to account on Symitar Episys
- Instantly sync Text history, Opt-ins & Opt-Outs to meet TCPA requirements in real-time
- Access to pre-built templates to choose from for alerts in your Episys
- Run Text marketing campaigns to the members list on Symitar Episys

- Track member's activity to make informed decisions
- Verify member's identity via 2-Factor Authentication
- View all member interactions with the credit union on one single platform
- Instantly sync conversations to your collections work card

and much more!

Eltropy's 2-Factor Authentication and Text messaging technology has shown a 300% faster Member authentication and a 20% call volume deflection leading to 1-day efficiency gains.

92%
members carry a text- enabled phone all day
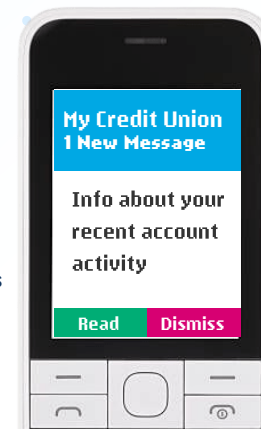
50%
Reduction in text messaging costs

Benefits

- Providing credit union members with information in real time via Text to enhance the member experience.

- By texting certain keywords to the short code, members can check their balance, recent transactions, and details of any loans they have from their credit union.

- Increase and update your opt-in contact list without any hassle.

- No more negative balance. Send instant balance maintenance alerts to members with balance below zero and stay on the positive side of the business.
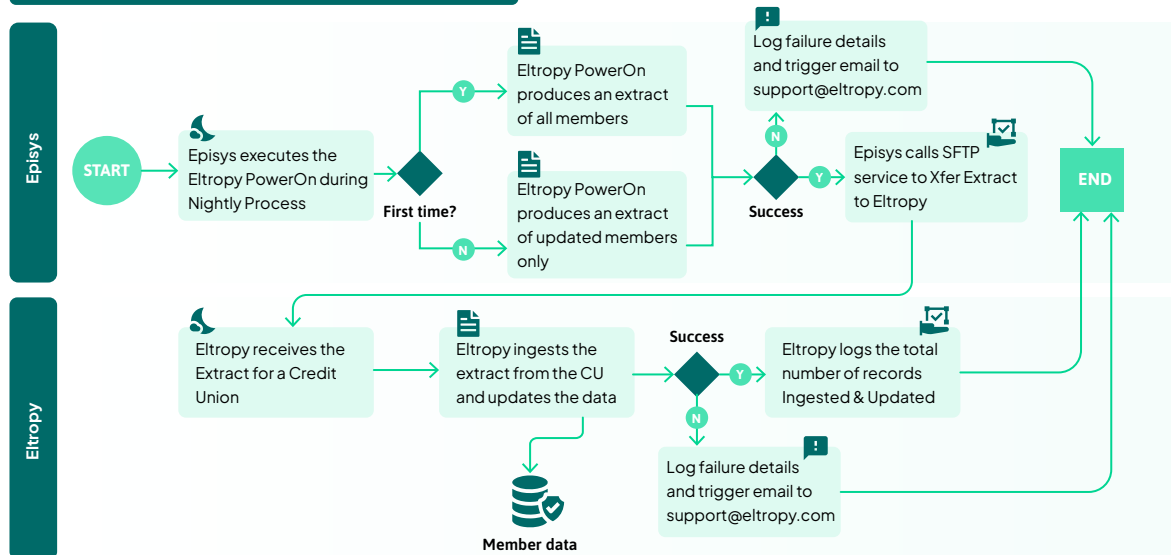
No Smartphone? No Worries.

Your members can still stay in touch with your Credit Union via Text Alerts.

- Daily or Monthly Balance Alerts
- Balance Threshold Alerts
- Payment Due Date Alerts
- New Account Open Alerts

- Fee Alerts
- Transaction Alerts
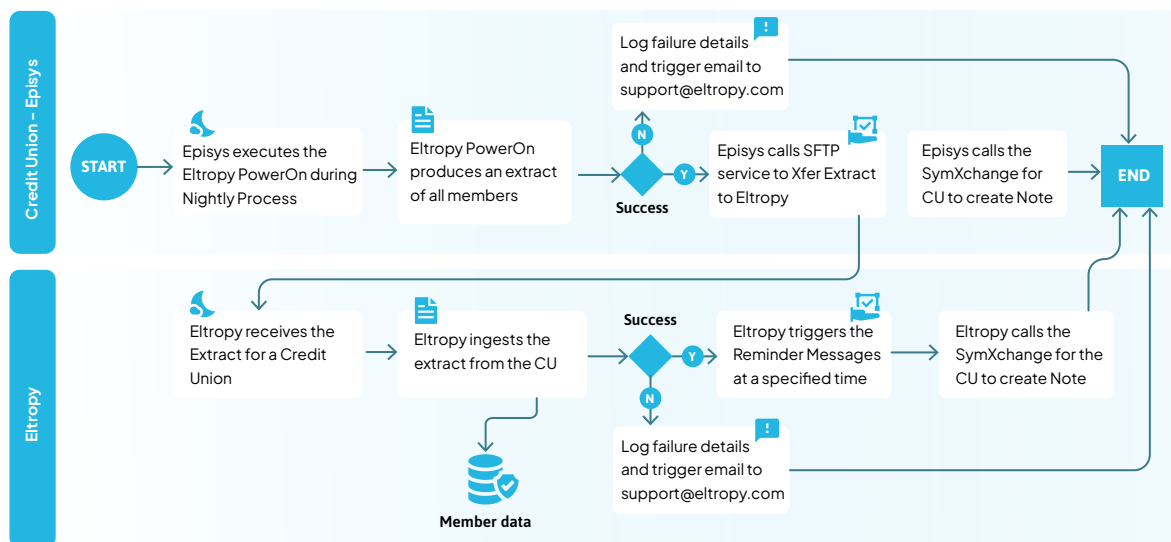- Loan Over/Under Due Alerts
- and more

My Credit Union
1 New Message

Info about your recent account activity

Read | Dismiss

Workflow for every Core Data Processing Digital Communication Use Case

Sync contacts between Eltropy and Episys

Episys

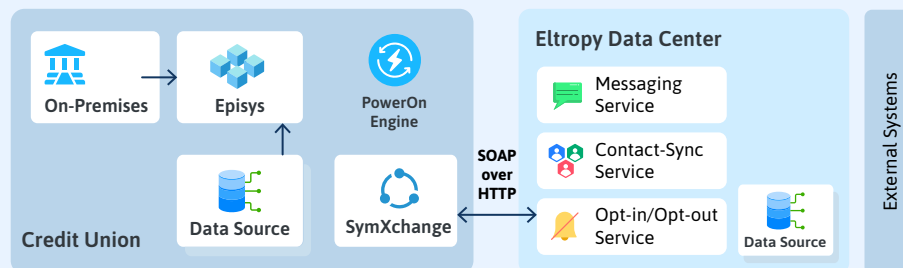START → Episys executes the Eltropy PowerOn during Nightly Process → First time?

- Y → Eltropy PowerOn produces an extract of all members
- N → Eltropy PowerOn produces an extract of updated members only

→ Success
- N → Log failure details and trigger email to support@eltropy.com → END
- Y → Episys calls SFTP service to Xfer Extract to Eltropy

Eltropy

Eltropy receives the Extract for a Credit Union → Eltropy ingests the extract from the CU and updates the data → Success
- Y → Eltropy logs the total number of records Ingested & Updated
- N → Log failure details and trigger email to support@eltropy.com → END

Member data

Payment Reminder Alerts between Eltropy and Episys

Credit Union – Episys

START → Episys executes the Eltropy PowerOn during Nightly Process → Eltropy PowerOn produces an extract of all members → Success
- N → Log failure details and trigger email to support@eltropy.com → END
- Y → Episys calls SFTP service to Xfer Extract to Eltropy → Episys calls the SymXchange for CU to create Note → END

Eltropy

Eltropy receives the Extract for a Credit Union → Eltropy ingests the extract from the CU → Success
- Y → Eltropy triggers the Reminder Messages at a specified time → Eltropy calls the SymXchange for the CU to create Note
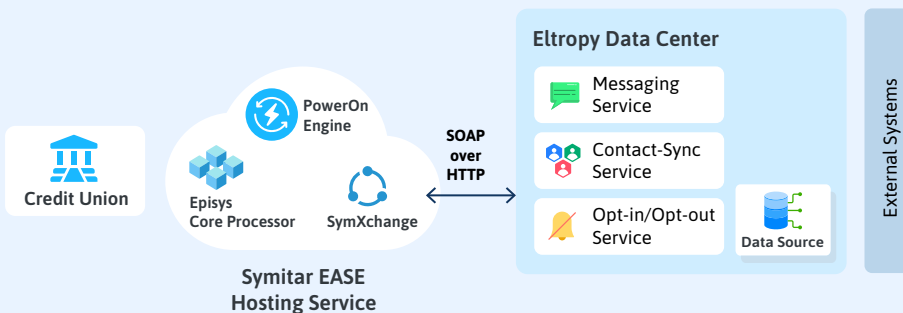- N → Log failure details and trigger email to support@eltropy.com

Member data

Easy Deployment Models

The Episys Core Processing Platforms can be deployed either OnPremise within Credit Union or can be hosted on Symitar EASE or any other third party hosting service.

Symitar–Eltropy Integration – OnPremise Model

Credit Union: On-Premises → Episys, PowerOn Engine, Data Source, SymXchange

SOAP over HTTP

Eltropy Data Center: Messaging Service, Contact-Sync Service, Opt-in/Opt-out Service, Data Source

External Systems

Symitar–Eltropy Integration – EASE Model

Credit Union

Symitar EASE Hosting Service: PowerOn Engine, Episys Core Processor, SymXchange

SOAP over HTTP

Eltropy Data Center: Messaging Service, Contact-Sync Service, Opt-in/Opt-out Service, Data Source

External Systems

> Integrating with the most popular core platform used by credit unions, Eltropy envisions new opportunities to help credit unions enhance their member experience, especially for Marketing, Selling, Servicing, Lending and Collections.

Ashish Garg CEO, Eltropy

For the first time, Credit Unions can engage members over Text messaging while using Symitar.

Let's Talk

team@eltropy.com

eltropy.com/demo