

POECU Partners with Sharetec to Streamline Operations & Improve the Member Experience

FOR IMMEDIATE RELEASE – Sharetec, an innovative core processor built to support credit unions of all sizes, is excited to announce their partnership with Louisiana-based credit union, Post Office Employees' Credit Union (POECU). This partnership will boost the efficiencies, capabilities, and experience of both POECU's staff and membership.

"We demoed five different core systems and ultimately our management team selected Sharetec," stated POECU CEO, Michelle Duhe. "Sharetec Velocity's system has numerous built-in features which will streamline our operations and eliminate many of our 3rd party vendors. The move to Sharetec will improve our members' experience, increase employee efficiencies and will result in significant cost savings to our credit union. THAT'S A WIN FOR EVERYONE!"

By partnering with Sharetec, POECU will have improved access to third-party vendors they're already successful with, such as [Eltropy](#). "Things become more manageable as more things are inside of the core," stated Duhe. But they'll also be able to streamline processes within Sharetec, eliminating other costly third parties. Duhe continued, "We are also excited about the integrated Shared Branching and BSA & AML regulatory monitoring."

Sharetec's Senior Account Executive, Carrie Heck, provided more insight into the new partnership. "Like many of our credit union partners, Post Office Employees' was looking to both simplify and modernize its daily operations. We integrate with [third parties](#) and offer modern services like e-signatures so credit unions can save time and money. We truly care and want to make their lives easier."

Giving members access to e-signatures and e-notifications will greatly benefit the credit union. With their previous core, they needed to print paper receipts and send member notifications by mail. "All of that is a big step forward; getting us out of the dark ages," said Duhe.

Along with its third-party integrations and modern services, the credit union was also delighted with Sharetec's customer service and support. When reflecting on her experience with the Sharetec Sales Team, Duhe said, "They're personable; you feel comfortable letting them know what issues your credit union has... You could see that Sharetec has a good working relationship with their clients."

Duhe expressed that their previous core simply doesn't give smaller credit unions the kind of service and support they need. POECU appreciates that Sharetec's support is based in the United States, so they can get the help they need during regular credit union hours.

POECU was also thrilled with Sharetec's onboarding process. "Employees need to respond to each module in order to progress, proving that they understand it," said Duhe. "Our past core didn't have hands-on training, and Sharetec does!"

By having access to several services and integrations directly in Sharetec's core, POECU will experience substantial monetary savings. "The cost savings that Sharetec offers is wonderful! We are going to save a minimum of 40% in our core expenses," stated Duhe.

About Post Office Employees' Credit Union (POECU)

[POECU](#) is the first credit union chartered in Louisiana and was founded in 1924 by the Employees of the United States Postal Service in New Orleans, LA. In October of 2016, Homeland FCU was merged into POECU and currently operates 3 branches in the Greater New Orleans Area.

About Sharetec

Sharetec is a leading provider of agile, bold credit union software that improves credit union operations and members' financial lives. Since its inception in 1993, [Sharetec has grown steadily](#), currently supporting nearly 300 credit unions. With five offices nationwide and additional development overseas, Sharetec continues to propel the success of credit unions and achieve the highest levels of customer satisfaction across the United States, U.S. territories, and the Caribbean.