

# KINECTIVE SWITCH TAKES EVERWISE CU *FROM 5 TO 57* *RECYCLERS IN 3 YEARS*



## THE DETAILS

### LOCATION

Indiana & Michigan

### PROJECT SIZE

57 cash recyclers  
across 54 branches

### TELLER APPLICATION

Fiserv XP2

### ASSETS

\$4.5 billion

## THE STORY

Everwise Credit Union, Indiana's largest credit union, was ready to expand its cash recycler fleet to better serve its members. But they were experiencing operational issues with their current integration and wanted to test the waters with a **performance-driven, enterprise solution**. So they got in touch with Kinective.

With their previous solution, transactions constantly timed out, making it impossible to justify further investment in cash recyclers. To make matters worse, employees were ignoring the recyclers because they could simply complete transactions faster **without the headaches caused by their slow integration**.

Another serious concern was the lack of device analytics and visibility. There was no reporting to accurately attribute balancing errors, which led to even more operational and internal fraud liabilities. After hearing about another Fiserv XP2 client partnering with Kinective to build a core integration for their cash automation machines, **Everwise CU was desperate to see what Kinective could do to help them**.

"How could you get any better than somebody who worked specifically with our core to build it?"

— Jamie Friesen  
Branch Operations Analyst  
Everwise Credit Union



# kinective



everwise  
CREDIT UNION

## PRODUCTS & SERVICES



S4

+



NORM



RTA



iQ

## THE RESULTS

Kinective is known for its super-fast, direct integrations. So eliminating excessive amounts of touchpoints and data entry for Everwise CU was a breeze. The results were so impressive that Everwise CU ended up making Kinective a core part of its strategy and installed a total of 57 recyclers across their branch network.

Everwise CU also found that Kinective could improve other technology and processes to make operations much more efficient. One example is RTA, a solution that enables cash transactions from anywhere in the branch to untether employees from workstations. And that has helped Everwise CU take a huge step toward successfully implementing a universal associate staffing model with no lines and endless member-serving possibilities.

Everwise CU has also been able to more efficiently allocate resources, using Kinective's robust business intelligence tool, iQ. This data dashboard gathers near real-time usage and health stats for intuitive, actionable insights. Everwise CU has optimized the number of cash recyclers to actual branch needs based on transaction volume and required cash reserve. But the rewards didn't stop there; iQ also provided insights into preventative maintenance and device issues, so repairs or issues could be addressed immediately.



1X SATISFIED

"SWITCHER"



REAL-TIME

ANALYTICS



ENDLESS

SERVICE POSSIBILITIES

"There's only so much gushing I can do about Kinective. Would I recommend switching to integrate with Kinective? Absolutely, **10 out of 10.**"

Jamie Friesen | Branch Operations Analyst

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