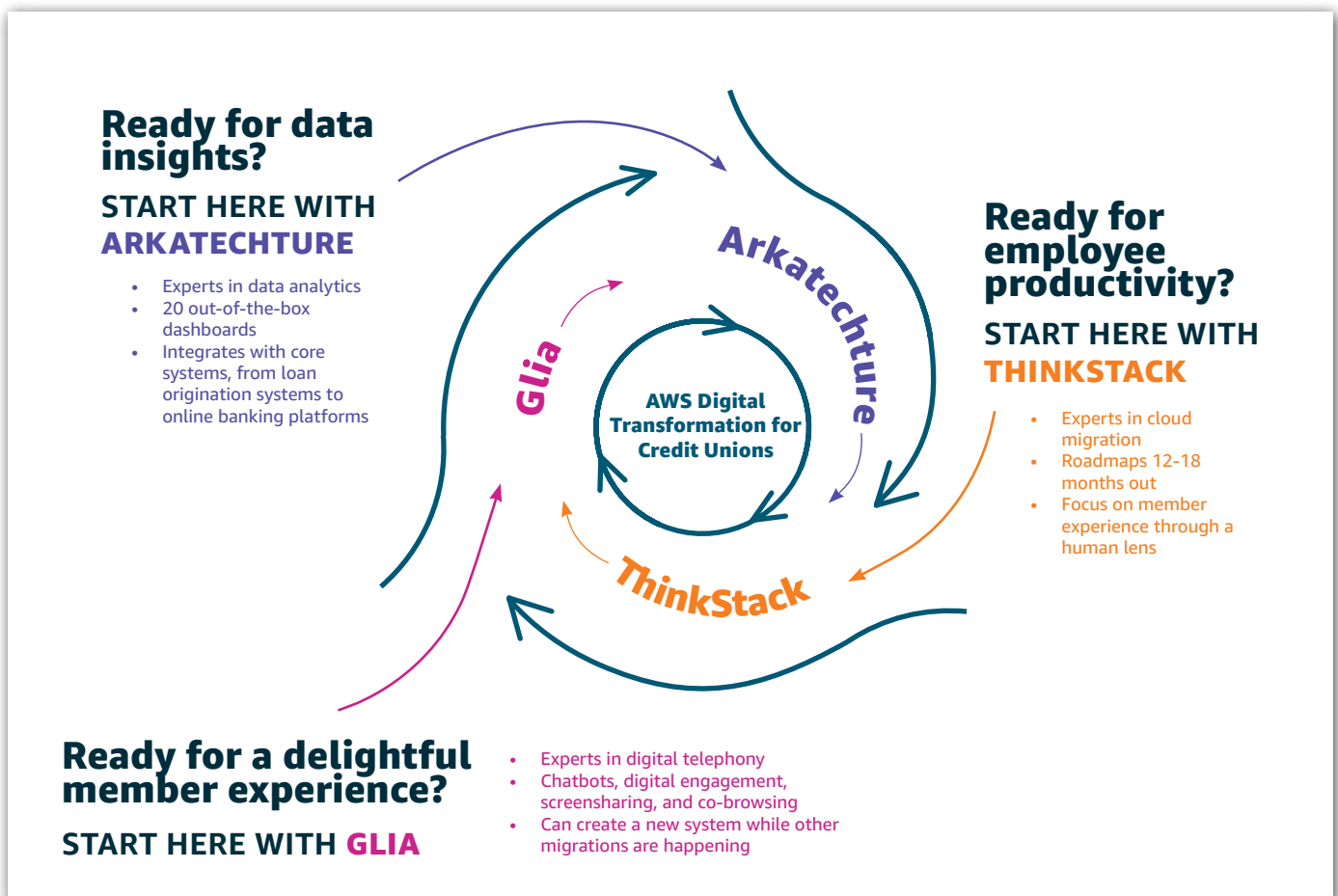# UpStack for Credit Unions

A COMPREHENSIVE MODERNIZATION SOLUTION FOR CREDIT UNIONS

What is UpStack?

Credit Unions are known for their commitment to improving member experience, but the digital transformation and modernization needed to keep up with industry competition come with significant challenges. Finding reliable partners to help with efficient and cost-effective cloud migrations, actionable data analytics, and creating a robust digital communications presence can be a major headache. Using multiple vendors often leads to an environment where siloed services create friction among the partners—and even the credit unions themselves.

The UpStack collaboration brings together three Credit Union AWS Partners: ThinkStack (CUSO), Arkatechture (CUSO), and Glia. Combining their expertise in cloud migration, data warehouse management, cloud-based contact centers, and intelligent chatbots, they work collaboratively to meet credit union goals. This reduces communication breakdowns and ultimately leads to a better member experience. Using AWS as the backbone for these services, applications can integrate seamlessly across the tools and applications spanning the technology stack.

Ready for data insights?

START HERE WITH **ARKATECHTURE**

- Experts in data analytics
- 20 out-of-the-box dashboards
- Integrates with core systems, from loan origination systems to online banking platforms

Arkatechture

Glia

AWS Digital Transformation for Credit Unions

Ready for employee productivity?

START HERE WITH **THINKSTACK**

- Experts in cloud migration
- Roadmaps 12-18 months out
- Focus on member experience through a human lens

ThinkStack

Ready for a delightful member experience?

START HERE WITH **GLIA**

- Experts in digital telephony
- Chatbots, digital engagement, screensharing, and co-browsing
- Can create a new system while other migrations are happening

Partner Highlights

ThinkStack

Boasting both technical prowess and expert transformation consulting skills, ThinkStack, a CUSO, is typically the first stop on the road to modernization. ThinkStack starts with a two-hour whiteboard session that explains cloud avenue possibilities, assesses needs, and explores possible solutions. They take a member-first approach, using a human lens to focus first on member struggles and strategic goals. Strategy comes next as they create key milestones that directly associate to the human-centered objectives. Discovery and design can take up to 90 days, and then the total migration time averages 12-18 months. During the planning phase, ThinkStack helps identify related needs that can be met by Glia and Arkatechture.

"Since migrating to the cloud on AWS, we're able to provide service more efficiently and effectively, and our membership is more engaged with us.

Arkatechture

Arkatechture CUSO is a provider of data management and business intelligence solutions & services for credit unions. Their flagship solution, Arkalytics, is the only data analytics platform with a warehouse, data lake, and fully managed services to transform your credit union's strategy into actionable results. Arkalytics integrates data from key banking systems to create a governed data ecosystem to centralize, manage, share, and analyze data.

"We now have custom dashboards that can be used and sliced and diced however we want, but we also have the ability to take the data and build whatever we want ourselves.

Glia

Glia brings expertise in digital-first telephony to help implement chatbot and contact platforms for credit unions. They elevate user experience through digital engagement, utilizing screensharing, video engagement, and co-browsing. Their cloud-based tool is agile, and it's not dependent of other systems being in the cloud— meaning Glia can implement the new telephony system while other systems migrations are happening.

"Getting Glia up and running and maintained is such a light lift... for all the credit unions out there, it's something you definitely can do, and you can support it with a very small team.

Get in Touch

If you're looking into modernizing one or more systems at your credit union and map out a strategy for digital transformation, ThinkStack can help transform your data for a more efficient and meaningful member experience. Contact us at sales@thinkstack.co to learn more.