

A Legacy of Trust:

Why a Long-Term Partnership
is the Future of Core Processing



Executive Summary

Smaller credit unions face the challenge of modernizing with limited resources. This case study highlights the successful, fifteen-year partnership between **Arbuckle Federal Credit Union (AFCU)** and Enhanced Software Products, Inc. (ESP). After years of collaboration, AFCU renewed its contract with ESP for another 10 years, solidifying its commitment to community service through ESP's reliable FORZA^{3™} core processing platform and dedicated team.

Whether large or smaller, ESP serves all credit unions with the focus on partnership, solutions, and a commitment to the future.

➔ The Challenge:

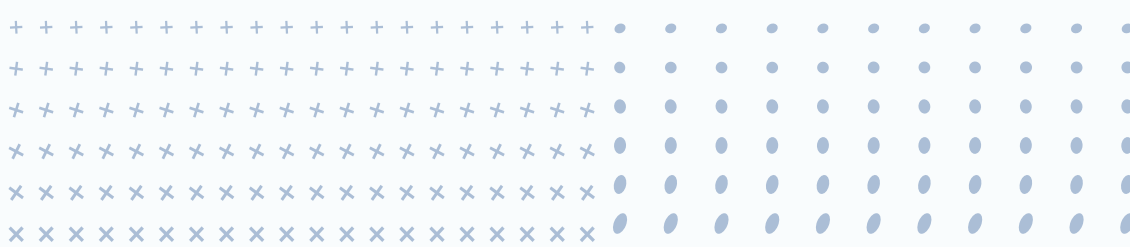
Serving an Underserved Community in a Competitive Market

Operating in a market with larger institutions, AFCU needed a core processing solution and a responsive partner to help it serve its unbanked and underbanked members. In 2009, CEO Sharilee Strickland chose ESP's FORZA^{3™} platform to improve operational efficiency and vendor support, marking the start of a strategic partnership.



Casey Boyer
Brand Ambassador

+208-989-6692
www.espsolution.net
cboyer@espsolution.net



The Solution:

A Partnership Built on Responsiveness and Reliability

AFCU partnered with ESP for a vendor that could deliver both a robust product and personalized service. ESP's FORZA^{3™} core processing solution met this need with a modern, integrated platform and features that support credit union operations, including:

- **Streamlined Operations:** Automation tools that reduce manual tasks and increase efficiency.
- **Enhanced Member Experience:** Digital tools that meet the evolving needs of today's members.
- **Robust Security:** Advanced measures to protect sensitive member data.
- **Scalability:** Adapting to future growth and industry trends.

Most importantly, ESP's dedicated service cemented the relationship. As Sharilee Strickland notes, "I love the software and the team. ESP's size has been ideal for excellent service, and any issues we've encountered were promptly resolved."

➔ The Result:

A Lasting Commitment to Innovation and Trust

After over 15 years of success, AFCU's renewal was an easy decision. The partnership allows AFCU to maintain its focus on the community, adapt to future needs, and rely on a trusted partner. This case study demonstrates the value of a core processor that offers not just a great product, but a dedicated team invested in long-term success.

➔ About Enhanced Software Products, Inc.

Enhanced Software Products, Inc. (ESP) is a leading core processing provider for credit unions. Its advanced FORZA^{3™} platform and commitment to client service help credit unions operate efficiently and deliver outstanding member experiences.

ESP's Vision: "To be the most trusted and admired Core Processor in the industry."



Casey Boyer
Brand Ambassador

- ☎ +800.456-5750
- 🌐 www.espsolution.net
- ✉ cboyer@espsolution.net