



Modernizing with Purpose

Robust Technology Meets
Human-Centric Support

Executive Summary

When Sunshine Underwood, Manager of Walker County Educators Credit Union (Walker County) of Chickamauga, GA, decided to upgrade her institution's core processor, she wasn't just looking for software; she was looking for a partner who shared her passion for banking.

Chartered in 1971, Walker County serves 1,400 members within the Georgia school system and manages \$15M in assets. With a professional background in accounting, Sunshine required a solution that balanced technical precision with high-level support. After a thorough search, Walker County selected the **FORZA³**™ platform from Enhanced Software Products, Inc. (ESP).

➔ A Tailored Approach to Integration:

Vendors and the Core

For Sunshine, a generic solution was never an option. She needed a core that offered robust third-party flexibility to keep the credit union competitive. ESP's ecosystem, featuring partnerships with over 50 vendors, allowed Walker County to curate the exact services its members needed.

"We aren't a cookie-cutter credit union," Sunshine noted. "ESP adapted to us."



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**Enhanced
Software
Products, Inc.**



The FORZA^{3™} Advantage: Training and System “Ease”

The transition to FORZA^{3™} was designed to be seamless. Months before going live, ESP provided a dedicated training platform, ensuring the team was ready to serve members from the moment they went live. Sunshine found the interface remarkably intuitive, stating that “Anyone from 18 to 70 is able to learn FORZA^{3™}.” ESP also provides a team to provide essential “boots on the ground” support, ensuring the credit union’s staff feel supported and confident during their transition to the FORZA^{3™} platform.

“We’re excited that Sunshine has given our team the opportunity to introduce ESP’s solutions and support model to their credit union, while also expanding into a new state. Our approach to solutions has always been centered on flexibility. We believe credit unions should be able to keep the vendor relationships that help them move the needle, even when ESP offers a similar solution. They came to us with an existing online banking provider, and we not only supported that choice but also helped make the solution more robust. That is what partnership looks like to us: open, flexible, and focused on what is best for the credit union,” said Shaun Murray, President/CEO of ESP.



Streamlining the Workflow: Expedited ACH Maintenance

The real “aha moment” for Sunshine came during back-office processing. By automating ACH files and end-of-day reporting, FORZA^{3™} eliminated hours of manual data entry and field propagation. Sunshine was also impressed by the transparency of ESP’s support system, which allows clients to track service tickets and status updates in real time.



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.”



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