



News Release/For Immediate Release

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### **Credit Union of Colorado Selects Better Branches Technology**

*\$1.1B Asset Colorado credit union implements Better Lobby/New Accounts.*

**SAN FRANCISCO, CA – March 17, 2014** – Better Branches Technology, a provider of branch visitor queuing, appointment handling and workforce management software for credit unions, announced that Credit Union of Colorado has adopted their industry leading *Better Lobby/New Accounts* module. This highly effective lobby management application will help the Denver-based credit union to easily and efficiently queue incoming branch visitors and notify staff of their arrival.

*Better Lobby/New Accounts* helps speed up service for waiting members, while improving staff performance and overall staff utilization. David Gajewsky, Director of Operations at the credit union, states “we were looking to replace our old system and we were pleased to find a modern system like Better Lobby that is both affordable and easy for our staff to use.” Mary Rueda, Credit Union of Colorado IT Manager, adds “we had considered running *New Accounts* in the Better Branches service bureau as a transition strategy, but when we saw how easily it could be remotely installed in our virtual server environment, we decided to skip the service bureau implementation and move directly to an installation in our own data center.”

Rick Poulton, President of Better Branches, explains that “the team at Credit Union of Colorado was very organized and collaborative, which allowed us to have the solution installed and in production in about four weeks. The credit union was crystal clear on what they wanted to accomplish, which made for a smooth and efficient implementation.” The credit union was tackling a Windows XP to Windows 7 migration at the same time as the *New Accounts* roll out which made it even more important that the entire process was well planned and reliably executed. Poulton says that “our software significantly increases management’s “span of control” and is an ideal fit for a progressive credit union like Credit Union of Colorado.”

### ***About Credit Union of Colorado***

Founded in 1934 as the Colorado State Employees Credit Union, the credit union originally served state employees. In 2007, the credit union changed its name to Credit Union of Colorado to reflect its broader membership. Today the credit union serves state employees, employees, appointees, and officials of Colorado counties, school districts, municipalities, and special districts. Eligible members also include students, faculty and alumni of Colorado community colleges, CSU – Pueblo, Colorado School of Mines, Johnson & Wales University, Mesa State University, students, faculty, and staff of CU Boulder and vocational schools. Finally, members of the Credit Union of Colorado Foundation are eligible for membership as well as family members of any existing credit union member. Today the credit union serves more than 99,000 members and is worth more than \$1 billion in assets. To find out more, visit: <https://www.cuofco.org>

### ***About Better Branches Technology***

Since its founding in 2003 Better Branches' software solutions have expanded to include: Better Lobby/New Accounts, Better Lobby/Teller, Staff Scheduler & Optimizer, Mobile Wait-time Indicator and, the recently launched, Branch Appointment Calendar. These solutions are flexible enough to support financial institutions with 10,000 to 600,000 clients.

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