



News Release/For Immediate Release

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**First Community Credit Union in Houston Adopts  
Branch Appointment Calendar by Better Branches Technology**

*Credit Union expands Better Lobby Solution by adding Branch Appointment Calendar module*

**SAN FRANCISCO, CA** – April 2, 2014 – Better Branches Technology, a provider of branch visitor queuing, appointment handling and workforce management software for credit unions, announced that First Community Credit Union in Houston has adopted their *Better Lobby/Appointment Calendar* solution. This highly effective application will complement the other Better Branches solutions that the credit union currently uses: Better Lobby/New Accounts and Mobile Wait Indicator.

*Better Lobby/Appointment Calendar* provides a credit union-wide, branch specific appointment calendar for each employee, making the creation and updating of member appointments fast and easy. T.J. Tijerina, Senior Vice President of Retail Operations at the credit union, states “Our partnership with Better Branches has been very successful, enabling them to improve Better Lobby in ways that align to our branch strategy. Appointment handling is a good example – while branch walk-ins currently exceed appointments, we expect the use of appointments to grow in the future. Branch Appointment Calendar module establishes the infrastructure for that to happen.”

Rick Poulton, President of Better Branches, explains that “we have had a strong, collaborative relationship with the team at First Community Credit Union for several years. The mutual trust that has developed has permitted us to improve our applications and support high levels of member service.” Poulton says that “our Appointment Calendar module will help First Community evolve their branch network to meet the changing expectations of their members in way that reduces costs and increases sales.”

### ***About First Community Credit Union***

First Community Credit Union in Houston was chartered in 1954 to serve the employees of the Spring Branch Independent School District. 1988 marked the expansion to the Greater Houston Area as the credit union was granted a community charter. Over the last 60 years, First Community Credit Union has grown to become one of the largest credit unions in Houston. The full-service credit union with over \$1 Billion in assets serves the daily financial needs of over 103,000 members at their 18 locations.

To find out more, visit: <https://www.fccu.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.

*For more information, contact Rick Poulton at (866) 444-8344 ext 20 or email*

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