

“Our market penetration has increased primarily due to the services available through our mobile application. We are now able to compete with the larger FIs in the market.”

Mark Matthews, SVP IT and Ops
La Capitol FCU

Q2

The Problem

La Capitol FCU wanted to attract younger account holders from a nearby university, but lacked the resources and technology to remain competitive within a market of over 200 financial institutions, including mega banks.

The Goal

To reduce cost while enhancing system functionality and user experience

What We Did

- Performed a needs assessment and gap analysis to determine which features best suited La Capitol
- Implemented the Q2 single platform, helping La Capitol:
 - Simplify back office processes, maintenance, and overhead by consolidating disparate systems into one solution
 - Improve user experience by providing users with a single login and consistent look and feel across devices

The Results

La Capitol replaced their online and mobile systems with the Q2 single platform, saving them over \$50k per year. As a result of the savings realized, La Capitol was able to invest in additional technologies most desired by their members, including real-time fraud mitigation, person-to-person payments, and biometric technology.