

Converting to Trinergy: An Easy Choice for Community Care Credit Union

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Dan Plesh, President Trinergy LLC works with Angela Carrington, General Manager Community Care Credit Union

Trinergy LLC is proud to announce the addition of Community Care Credit Union to their growing family of credit union clients.

According to Angela Carrington, General Manager Community Care Credit Union, "Lever Brothers/ Community Care Credit Union was looking for an information system to support its customer service and marketing strategies as well as one which offered superior executive and management reporting capabilities. In addition, we needed the assurance that the information system provider displayed a willingness and capacity to satisfy our requirements for timely customer and product support."

When reviewing the Trinergy product, Community Care Credit Union was most impressed with the system's ability to adapt to their specific business practices. Angela added, "It promised the

opportunity for product innovation. From a management standpoint, Trinergy's audit functions present an assurance that user errors will not go undetected thereby minimizing time spent on locating the source of errors and consequently, improving the delivery time of a variety of reports to directors and other stakeholders."

Now that the system is live, comments from users include the ease of access to pertinent member information, the reduction of manual journal entries and the friendliness of reports. Directors who attended a presentation on Trinergy compared the platform favorably to SAP.

More important than the system's functionality is the service provided by Trinergy. Angela cited this as a major factor when choosing her core processor, and she is happy with the decision. "Overall the business relationship between Trinergy and us is excellent. From inception in April 2007 and throughout the year to conversion and post-conversion in April 2008 Community Care Credit Union has been impressed and satisfied with the response time and customer support received from Trinergy's personnel. As General Manager, I have witnessed first-hand the enthusiasm and desire to implement improvements suggested by users during the post-conversion period, and this augurs well for our future relationship."

Trinergy is excited and proud to be a part of Community Care Credit Union's future as they leverage the Trinergy system and deepen their relationship with existing members while attracting new ones via the introduction of new products and services.

About Community Care Credit Union

Located in Champs Fleurs, Trinidad and Tobago the Lever Brothers Credit Union Co-Operative Society Limited has recently changed their name to Community Care Credit Union as they are now community chartered. Since their inception in 1952, they have grown to assets over \$60 million TT while serving 1,900 members. Community Care Credit Union is poised to become a major resource for those living in the Champs Fleurs community, and they pride themselves on their excellent level of service and financial stewardship.

About Trinergy, LLC

Trinergy LLC provides advanced core processing systems for the credit union and church extension fund industries. Headquartered in Chicago, Illinois, Trinergy LLC has been supporting clients since 2000 and currently deploys their Windows-based software on a Windows 2003 server with a Microsoft SQL 2005 database. The system supports the full range of operations for non-profit financial institutions, including but not limited to touch-screen teller operations, automated general ledger, marketing, electronic funds, CRM, and 3rd party integration.