



Success Story: Cy-Co Federal Credit Union

Lessons Learned from Katrina Prompt Cy-Co Federal Credit Union to Implement Mercury-On-Demand™ from FIS

Cy-Co Federal Credit Union is located at Cytec Industries' Fortier plant in Westwego, La., in Jefferson Parish. CEO Joyce Taylor and her only employee, Keva Scarborough, both live in the adjacent St. Charles Parish. When St. Charles Parish announced a mandatory evacuation in the face of Hurricane Katrina, both Taylor and Scarborough arrived at the credit union to retrieve a hard copy of the member trial balance, a complete backup of all drives on the computer and their disaster kit. They also shut down the in-house Mercury system and audio teller, then quickly returned to their homes and evacuated – Taylor to Lafayette, La., and Scarborough to Houston, Texas.

"Any hurricane greater than a category 3 can have a significant impact in the area, but we had to put our members' needs first," said Taylor. "After all, many of them have entrusted us with their life savings, and we were determined we would not fail them. Optimistically, we expected to be back in two days, but it was 10 days before the National Guard allowed us to return to the area. Upon returning, we had no Internet access or telephone lines. Improvising, we purchased a broadband card for our laptop to process electronic transactions."

FIS provided more than a dozen impacted clients with special services so that basic processing could continue. Among its efforts, FIS worked with the National Credit Union Administration (NCUA) to locate credit union personnel, arrange for the receipt of backup tapes, ship laptops on an emergency basis and temporarily set up processing at its center in Charlotte, N.C. Cy-Co FCU was among the institutions that were able to continue providing member services during the interim until they could return to their credit unions and reinstate operations on their in-house systems. This was when Taylor first began to understand the advantages of accessing FIS servers remotely using FIS' Mercury-On-Demand solution, the hosted ASP version of Mercury.

Taylor resolved that she never again wants to be in a comparable situation and, more importantly, she never wants access to funds to be an issue for her members. For Cy-Co FCU, the decision was made to switch from the in-house version of FIS' Mercury to Mercury-On-Demand.



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The Mercury core processing solution was built to be Windows®-complete, leveraging the familiar Microsoft® tools and navigation that allow member service representatives to quickly become efficient. Mercury-On-Demand provides the same functionality and ease of use without the investment in on-site hardware, security and staff. Credit unions experience fast, accurate processing through the powerful servers located at FIS' processing center, which are monitored and managed by a team of Certified Network Engineers. The center has the latest in sophisticated security software and video surveillance to keep data safe from intrusion. When member growth requires additional staff, the credit union simply adds more workstations or Windows terminals.

"This is peace of mind," said Taylor. "Disaster recovery and business continuity are built right into Mercury-On-Demand. No matter what happens – hurricane, terrorism or a disaster of any kind – our members can access their funds, apply for needed loans and use our FIS home banking tool from anywhere, anytime. Moreover, when fraudsters attempt to take advantage of dire circumstances, we're better positioned to verify identity and thwart their efforts."

Mercury-On-Demand is running Cy-Co's outbound services real-time, so balances are up-to-the-second accurate at the ATM, the shared branch network, the audio response system and via home banking. Upon learning about Cy-Co's response to Hurricane Katrina's wrath, many current and future credit union members are taking advantage of the credit union's services, resulting in substantial growth in membership, service usage and assets.

"People such as Joyce Taylor exemplify what the credit union business is all about," said Santo Cannone, senior vice president for the Integrated Financial Solutions division of FIS. "We saw similar examples during the riots of South Central Los Angeles in the late 1980s and the California earthquakes of the 1990s. Credit union leaders, almost by definition, are ready and willing to place themselves in harm's way to take care of their members' needs. With sincere respect for this integrity, we at FIS are motivated to continually develop options to support their devotion."



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