

How CUSOs Do More For Their Members with OpCon



Discover what's possible when a CUSO leverages the power of workload automation and orchestration.

Why OpCon

Like every great CUSO, SMA Technologies wants credit unions to thrive, so they can deliver the member experience that so many communities count on.

Enter OpCon—SMA's powerful, easy-to-use workload automation and orchestration software.

OpCon eliminates those manual, repetitive tasks that keep organizations from realizing the full potential of their teams. With OpCon, you get critical time back, so you can prioritize the strategic initiatives needed to keep your business agile and competitive.

“We're excited about extending OpCon beyond just our core processing environment. The sky's the limit”

Chris Patterson, Manager of Application Development and Automation Support at Open Technology Solutions

Revolutionizing IT Operations for 400+ Credit Unions

Here are some of the amazing outcomes our customers have achieved with OpCon:

1000
staff hours back
per year
Veridian Credit Union

60x
faster daily
mortgage
Archieva Credit Union

24x
faster monthly
mortgage
Archieva Credit Union

95%
failover
processing
automated
VyStar Credit Union

40%
failover time
reduction
VyStar Credit Union

CUSO Case Study

Open Technology Solutions provides technology support to its three owner credit unions: Bethpage Federal Credit Union, Bellco Credit Union, and State Employees Credit Union of Maryland.

Automation Objectives

- ★ Enable a true lights-out environment
- ✓ Ensure automation notifications reach the right people right away
- ⚙️ Facilitate maximum automation inside and outside the core processing environment

Key Results

- 🕒 Eliminated the graveyard shift
- 👤 Redirected 11 staff members to new, more strategic roles
- ✓ Reduced the number of needed servers and instances of system downtime
- ⚙️ Enhanced service levels with OpCon's self-service capabilities



Scan to view the full case study

Want to learn more about the power of OpCon? Visit smatechnologies.com!