NEC UNIVERGE BLUE®
CLOUD SERVICES

NEC

CREDIT UNION
USE CASES

Three ways cloud communications can benefit credit unions

Improve member experiences, employee productivity, and operational efficiency – all with one communications platform. Your credit union members expect the same services that they're experiencing with big banks – easy, convenient, and digital. But rapidly expanding your digital interactions may expose gaps in security and capabilities. As you continue the momentum of advancing your credit union's digital footprint, keep in mind security, compliance, and how these advances will benefit your members and employees.

The cloud-based UNIVERGE BLUE CONNECT communications platform and UNIVERGE BLUE ENGAGE contact center solution go a long way towards improving member experiences and engagement – regardless of whether members are showing up in person at your branch or logging in online from their kitchen tables. And it helps you empower employees to collaborate effectively and work more efficiently – from any location – all while meeting security, compliance, and privacy requirements.

Let's take a look at three key use cases for credit unions.

UNIVERGE BLUE®
CONNECT
+
UNIVERGE BLUE®
ENGAGE

DELIVER SUPERIOR MEMBER SERVICE

MAXIMIZE EMPLOYEE PRODUCTIVITY

SUPPORT COMPLIANCE AND SECURITY

UNIVERGE BLUE CLOUD SERVICES
CREDIT UNION USE CASES

DELIVER SUPERIOR MEMBER SERVICE
HELP MEMBERS TO HELP THEMSELVES

Whether in person or through digital channels, consumers today expect speed and convenience in all their interactions. This has implications not just for your credit union's web presence and mobile app capabilities, but also for communications in general. Members want proactive text or email messages about monthly statements, balances, and mortgage payments. And they want great service and convenient access, which means quick issue resolution, multiple communication channels, and a personalized experience – every time.

NEC's UNIVERGE BLUE CLOUD SERVICES improve member interactions for credit unions of all sizes. With customizable call flows and exceptional QA features to help ensure more-efficient interactions, our solution combines voice, chat, video, and email into a single omni-channel experience. You get real-time member insights and deep historical reporting to improve interactions. And dynamic notifications extend reach while respecting audience preferences.

BENEFITS		
DYNAMIC NOTIFICATIONS	**INTERACTIVE VOICE RESPONSE**	**FAST, INFORMED INTERACTIONS**
Contact members through their preferred channels, using voice, SMS, and email notifications.	Give members self-service access to handle routine tasks (e.g., checking an account balance or paying a bill) without the need to engage with a live agent.	Equip service agents with real-time member insights to speed issue resolution. Plus, give them deep historical context to improve future touchpoints.

MAXIMIZE EMPLOYEE PRODUCTIVITY
SUPPORT HYBRID WORK MODELS AND MAINTAIN PRODUCTIVITY FROM ANY LOCATION

Your employees need to be able to work flexibly no matter where they are. And your members should experience seamless, consistent communications, which means maintaining the thread of conversations over time, as employees continue across channels from a home office to the workplace.

UNIVERGE BLUE CLOUD SERVICES seamlessly integrates all your communications tools – desktop phones, mobile devices, and computers – into one manageable platform that flexibly accommodates employee needs and locations while ensuring a consistent and high-quality member experience.

BENEFITS		
CONSISTENCY AND PRIVACY	**FLEXIBILITY IN MEETINGS**	**FAST, INFORMED INTERACTIONS**
Members will see your business phone number only, whether employees are connecting from their laptops, mobile phones, office phones, or contact center.	Video conferencing participants can join meetings from their desktops or mobile devices, wherever they are.	Equip service agents with real-time member insights to speed issue resolution. Plus, give them deep historical context to improve future touchpoints.

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SUPPORT COMPLIANCE AND SECURITY
MANAGE RISK AND ADHERE TO REGULATIONS, STANDARDS, LAWS, AND POLICIES

From Dodd-Frank to SOC2, credit unions must regularly conduct audits of processes, systems, and files to ensure compliance with industry regulations and manage risk. For instance, the Financial Privacy Rule requires credit unions to provide each member with a privacy notice, explaining where data is shared, how it is used, and how it is protected – both at the beginning of the member relationship and annually thereafter. Managing risk is equally challenging, as data breaches and cyberattacks are increasing and credit unions need to support redundant storage, uptime SLAs, configurable retention policies, data encryption, and offline data access.

UNIVERGE BLUE CLOUD SERVICES come complete with the necessary security and privacy controls to address a wide range of financial industry regulations. It combines a phone system with desktop and mobile apps for video conferencing, team chat, and business SMS, as well as file collaboration and backup capabilities. Everything you need for your team to keep your data, communications, and meetings secure and compliant is included, whether they're in the office or on the road – with full support for mobile devices.

BENEFITS		
SECURE DATA	**SECURE MEETINGS**	**SECURITY COMPLIANCE**
Your files and voicemails are encrypted at rest and in transit. Multiple backup copies ensure you never need to worry about lost files.	Only authorized participants can join your virtual conferences.	Audits are more manageable with our security and privacy controls that address FINRA, GDPR, SEC, Sarbanes-Oxley, and more.

CONTACT US TODAY TO FIND OUT HOW THE FULLY-INTEGRATED CLOUD-BASED UNIVERGE BLUE CONNECT COMMUNICATIONS PLATFORM AND UNIVERGE BLUE ENGAGE CONTACT CENTER SOLUTION CAN HELP YOUR CREDIT UNION THRIVE AND GROW.

Americas (U.S., Canada, Latin America)
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For further information please contact NEC Corporation of America or: