

Case Study:

Enhancing Efficiency and Member Experience Through VPC's Integration Solutions

Client: A Leading Credit Union

Solution Suite: VPC Core Optimization Services | Technical Integrations

Challenge

A leading credit union encountered significant delays and manual inefficiencies in its membership and account creation processes. On average, 30 to 100 accounts required daily setup, placing considerable demands on staff time and increasing the risk of human error. The institution sought a more efficient, secure, and scalable method to manage its high-volume account creation and funding processes.

Solution

VPC provided a structured approach to optimize the credit union's API strategy, tailored to their DNA platform needs and operational goals. Our solution combined automated Core API integrations with robust data alignment to streamline workflow. The engagement was carried out in key phases, all grounded in our comprehensive expertise in DNA Integration Services:

- **Discovery and Requirements Mapping**
VPC consultants conducted a deep-dive analysis to capture the credit union's precise integration needs. This phase involved designing use cases and journey maps to address specific objectives in the account setup and loan processing workflows. We assessed the current architecture, identifying areas where API enhancements could increase operational efficiency and minimize redundant processes.
- **API Strategy and Implementation**
Leveraging our API Consulting Services, we recommended a series of Core APIs and a process to facilitate automated membership account creation, and funding.
 - **Integration Sequencing and Workflow Optimization:** VPC designed a structured sequence of Core API calls to automate member lookup, new account setup, and funding transactions. This eliminated manual data entry steps, ensuring efficiency without compromising data accuracy.



Note:

This engagement was completed by VPC (a Ceto company).
The consulting expertise it reflects now lives within Ceto's NexBridge™ Transformation Practice

Results

- **Operational Efficiency:** Setup time per account was reduced from 7 – 8 minutes to 30 milliseconds. With over 100 accounts opened daily, this streamlined account processing saving more than 11 hours each day for credit union staff.
- **Enhanced Data Accuracy:** Automated workflows decreased the likelihood of human error, aligning data inputs consistently across systems.
- **Scalability and Futureproofing:** By optimizing integration sequences and migrating from legacy processes to modern solutions, VPC ensured that the system could scale with growing transaction volumes and be adapted for future integrations.

Specialized DNA Integration Services Employed:

- **API Consulting Services:** Designed and executed API integrations tailored to business requirements, focusing on optimized workflows and enhanced member account opening processes.
- **Interface Support:** Integrated with key systems to streamline account-related operations, reducing manual intervention in high-frequency processes.
- **Security and Compliance:** Emphasized secure authorization practices, critical in financial operations to protect client data and ensure regulatory adherence.

Conclusion

VPC's structured approach to API integration and data model alignment allowed this credit union to transition from a manual, error-prone process to an automated, scalable solution. The engagement illustrates VPC's capability to deliver highly specialized DNA consulting services that address operational pain points and support digital transformation in financial institutions.

Contact VPC to Learn More

For financial institutions seeking efficient, secure, and scalable DNA platform optimization, VPC provides expert consulting across all facets of API strategy, payment services, and data model alignment.

