



ADD-ON  
TECHNOLOGIES, INC.

*"Credit Unions can't be fumbling with technology. Add-On Technologies solutions, from what I've seen, show up to work every day to get the job done for a credit union's most valued asset — their members."*

John Beauchamp  
Vice President,  
CU\*Answers Management Services

## THE CHALLENGE

Finding technology partners who truly understand the credit union servicing business and the need for accurate, time saving cash handling efficiencies without the use of direct integration of the core software.

## THE SOLUTION

The DynaCash™ or DynaCore™ applications that support a wide variety of TCR equipment with a clean interface for optimal operational efficiency, but also flexible enough to handle upgrades and release patches to the core software.

## THE BENEFIT

- **Seamless TCR-to-Core Interface**
- **Flexible & Adaptable** to core revisions & enhancements
- **A True Partner** who relishes in the success of your business
- **Superior Service** before, during, and after the install

## How Add-On Technologies, Inc. created a flexible framework for CU\*BASE end-users to implement Branch Transformation.

### BACKGROUND

CU\*Answers is a credit union service organization (CUSO) that is owned by credit unions. Credit unions, who themselves are a functioning cooperative owned by their members — members who fund and direct their credit unions through elections of leaders — allowing individual interests to align with community needs. CU\*Answers flagship product is CU\*BASE, a state-of-the-art member data processing system combining the best of member information databases, marketing tools, high quality presentation tools, powerful processing capability, and flexible configuration.

***“We work to build tools that add value for our client owners, and we don’t want to waste resources chasing integrations or poor partners.”***

John Beauchamp



## BACKGROUND

The credit union industry has a large variety of vendors to choose from who support the management and distribution of their cash handling needs. From an IT perspective, partners who help facilitate automation and increase efficiency for the credit union have to be well vetted and adaptable to the needs of each institution. They also have to be nimble to upgrades and release updates of the end-user’s core software.

At one time CU\*Answers only supported a direct integration into their core. This would sometimes present syncing challenges when upgrades or release updates occurred.

***“We noticed that some credit union clients were using DynaCash at the time,”*** stated John Beauchamp, Vice President of Management Services with CU\*Answers. ***“It seemed to be a solution over direct integration that did not require as much support from IT and seemed to be well received by our clients.”***

Based on these factors, when the direct integration required a major update, CU\*Answers decided to

stop offering direct integration as an option.

## THE SITUATION

Credit unions are looking to solve efficiency and labor issues brought on by cash automation. Many institutions spend 75 to 100 working hours a day counting cash, reconciling discrepancies, and holding large cash inventories in their vaults. Streamlining cash is the first step to running an efficient branch, but how it’s implemented — direct integration or soft interface — is just as important.

***“When we engineered the DynaCash application, we purposely planned a holistic approach to cash management,”*** said Ray Van Vynckt, President of Add-On Technologies. ***“Our end goal has always been to eliminate waste, create security, reduce idle cash, and to optimize the end of day processes.”***

## THE SOLUTION

Direct Integration into the credit union’s core software is often thought of as “the only solution” when adding TCRs (Teller Cash Recyclers) to the branch efficiency equation. However, middleware



has changed the branch transformation landscape when it comes to seamless installation, adaptability to various TCR brands, and teller adoption.






***“One of the biggest challenges to direct integration is facilitating updates between solutions. Inevitably the credit union can end up between their vendors when this happens trying to coordinate the dance.”*** mentioned Beauchamp. ***But based on our experience, Add-On Technologies does a good job of keeping their solutions running smoothly through new releases and upgrades. This isn’t always possible with a direct integration implementation.”***

Soft integration, another term for middleware, allows for tremendous flexibility during and after the installation. As a low-cost infrastructure, it allows full functionality and efficiency of the TCR without a direct impact on the core. This makes it easy to install and easy to maintain long term. Typically, after an install, the branch is functional the same day and often doesn’t need to be reconfigured even after a teller core update.

***“We recently fielded a major release, Add-On Technologies stepped up to get ahead of it and worked closely with their network to help ensure our mutual credit union clients had zero downtime”*** said Beauchamp.

***“Institutions who choose to gain the full use of their TCR, deploy middleware like DynaCash or DynaCore ,”*** commented Adam Jordan, Sales Engineer for Add-On Technologies. ***“TCR features such as Transit Cassettes may not be supported with direct integration.”***

### **Immediate results:**

-  Eliminates manual counting, sorting, and processing
-  Creates more security and accountability for cash handling
-  Reduces idle cash in a vault
-  Optimizes staff’s end of day processes
-  More time in member facing activities

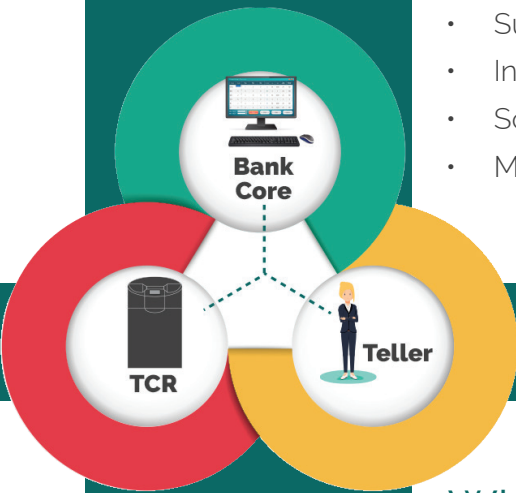
In addition to installing and maintaining the middleware software, Add-On Technologies' agnostic approach to their dealer/distributor network of providers really speaks to the adaptability to support a large variety of TCR brands and models.

## THE RESULTS

The DynaCore and DynaCash applications have reduced the amount of time it takes to integrate a TCR into CU\*Answers Credit Union Network. Training on the interface is intuitive and effortlessly deployed so that staff can quickly see results in their overall productivity.

### The results you can expect:

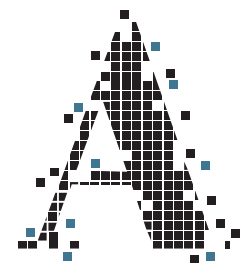
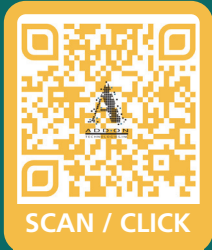
- Fewer discrepancies
- Seamless interface
- Quicker and more accurate deposits
- Superior service and support
- Increased staff productivity
- Scalability
- Minimal licensing costs for the DynaCore product



## Why Add-On Technologies, Inc.

The flexibility and adaptability of both DynaCash™ and DynaCore™ are two of the top reasons resellers of cash automation equipment choose us. However, our service and application guidance are the reason they return. For decades, Add-On Technologies has earned a reputation for high-end, reliable engineering solutions in middleware communication. While we pride ourselves on that fact, we understand that every set-up and application is done slightly different. That's what makes DynaCash and DynaCore so perfect and easy to install.

SCAN FOR ITM OPTIONS.



**ADD·ON**  
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**Schedule A Demo!**

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