

## Case Study



### San Antonio Federal Credit Union

#### Fully Functional Risk and Performance Management Solution Streamlines Manual Processes

Looking to improve a time-intensive budgeting process, San Antonio Federal Credit Union (SACU) turned to Fiserv to add more functionality to its already successful risk management and performance solution.



SACU wanted to spend less time and money on the budgeting process while improving forecasting and net-interest margin measurement. The budgeting process they were using, which included manually updating a variety of Microsoft® Excel® spreadsheets, was too time-consuming and error-prone. They knew the right technology could help them achieve their goals.

The credit union was already having success with Asset Liability Manager from Fiserv for risk management, so they decided to look to Fiserv for a fully integrated risk and performance solution.

#### Better Forecasting Cuts Costs

SACU chose Funds Transfer Pricing from Fiserv to simplify the process of measuring net-interest margin. The solution breaks down net-interest margin into three components: asset spread, liability spread and funding center spread. To accurately measure margin, the solution reflects the economic characteristics of each customer account and instrument.

Laurie Thomas, vice president and director Treasury Management, explained, "Our desire was to provide a tool that lets users find the most efficient means to complete their budgets. At the same time, we wanted a tool we could leverage for other institutional uses."



#### Client Profile

SACU, chartered in 1935, is a \$2.8 billion credit union serving 250,000 members in 43 states across the U.S. The not-for-profit, member-owned financial cooperative is headquartered in San Antonio, TX, and offers competitive products and services from 16 locations locally, one regionally in Houston, TX, and nationally through its manufactured home lending division, CU Factory Built Lending.

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With Funds Transfer Pricing, portfolio managers were able to save \$4 million in costs during the first year thanks to having a better understanding of their books. This success and the desire to get a better handle on the budgeting process led to the addition of Management Planning and Control from Fiserv, which simplifies strategic planning, budgeting, forecasting, financial consolidation, management reporting and analysis. It also provides the means to monitor, control and adjust performance as needed.

### Significant Time Savings

"Our organization is very much about accountability and authority being matched, so we leave the accountability of budgeting with each budget contributor," said Mark Villarreal, controller for the credit union.

By switching over to Management Planning and Control for budgeting, the credit union was able to spend 50 percent less time organizing spreadsheets to plan their budgets. Each of the credit union's 123 managers is responsible for at least one cost center, and revisions formerly had to be changed manually on each spreadsheet.

### Opening Lines of Communication

Thanks to the integration of Asset Liability Manager, Funds Transfer Pricing, and Management Planning and Control, SACU has streamlined processes and communication, reducing redundancies. And the addition of the new tools is helping to shine a light on areas for improvement.

"By using Funds Transfer Pricing and Management Planning and Control, we can generate richer reports to end users. It actually has been a big conduit for opening discussions on the utilization of liquidity between our deposit gatherers and our fund users," said Villarreal.

### Challenge

SACU wanted to spend less time and money on the budgeting process while improving forecasting and net-interest margin measurement.

### Solution

The credit union added Funds Transfer Pricing and Management Planning and Control from Fiserv to integrate with the Asset Liability Manager solution from Fiserv that was already in place. The addition of the new products enabled San Antonio FCU to streamline processes and improve communication, reducing redundancies.

### Proof Points

- \$4 million in cost savings from Funds Transfer Pricing in its first year
- Cut budgeting time in half with Management Planning and Control
- Enhanced decision-making abilities of senior and line managers through richer, more detailed reports

### The People Behind the Product

Any product is only as good as the service that supports it, and Villarreal said the service the credit union receives from Fiserv is what keeps them coming back.

"One of the big things for me is the responsiveness I get out of Fiserv," he said. "It's the reputation and the knowledge that if I call, I'm going to get help."

### Connect With Us

For more information about Asset Liability Manager, Funds Transfer Pricing, and Management Planning and Control, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).



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