



First Entertainment Credit Union

How to make a Successful Digital Transformation Happen in your Credit Union.

First Entertainment Credit Union in Hollywood, CA., describes the following considerations they used in implementing a new ECM system. Choosing the right platform was the first step towards success, However, having a willingness to change the way you operate is another key to success.

We wanted a partner that was acknowledged as a leader in the ECM space as recognized by Gartner Research, infotech and other leading research organization and for us, felt that Laserfiche met that criteria. We also felt that our Solution Providers (MVi), experience in the Credit Union industry was of equal importance as well.

We identified the 5 following Stages of Digital Transformation With our new Laserfiche ECM Solution:

- 1. Digitize Documents:** The basic digitizing of documents.
- 2. Organize Content:** Basic indexing of documents for storage and retrieval.

(The following steps require organizations to move the project beyond IT by involving operations and other departments for change to happen).
- 3. Automate Processes:** Creating workflows to manage documents within the ECM.
- 4. Streamline Processes:** Reviewing how internal processes work and what systems and applications need to work with each other in order to improve functionality.
- 5. Transform Processes:** The willingness to incorporate changes in the organization and have staff willing to adapt and a desire to change.

First Entertainment CU Keys To ECM Success with MVi and Laserfiche.

- 1.** Selection of the right ECM solutions. For us that was Laserfiche and MVi.
- 2.** The value that the ECM provider or Solution Provider has in our industry. We felt that MVi along with Laserfiche brought years of CU experience and also had value added products that would prove useful to us.
- 3.** Realizing that the vendor will become one of your premier business partners and then trusting them to help you achieve the stated goals and objectives.
- 4.** Involving our internal stakeholders in the development of these processes and projects and getting their buy in on each of their projects.
- 5.** Understanding it is a process, you don't get there overnight