

FOR IMMEDIATE RELEASE

Interneer Selected by Los Angeles Firemen's Credit Union to Streamline and Automate Member Services and Online Banking

Interneer Intellect 7 Software Will Facilitate Member Requests and Transactions, Improve Online Self-Service and Processing Time, and Enhance Audit Compliance

Los Angeles, CA, June 25, 2013 — [Interneer, Inc.](#), a leading provider of Business Process Management (BPM) software for process automation applications and smart mobile apps, today announced that [Los Angeles Firemen's Credit Union \(LAFUCU\)](#) selected Interneer Intellect 7 to streamline and automate member services and online banking, resulting in an improved customer experience, greater operational efficiency, and audit compliance.



Los Angeles Firemen's Credit Union was founded in 1935 to provide firefighters and their families with financial support and services. With \$847 million in current assets today, LAFUCU services over 30,000 members with savings and checking accounts, IRAs, home loans, auto financing, credit cards and additional services, such as Investments and Insurance. LAFUCU prides itself on providing exceptional service to its valued members through Mobile Banking, Online banking, call center, traditional branches and regional offices throughout California.

“LAFUCU is committed to providing its members with exceptional financial products and services, along with quality service,” said Chris Condon, Director of Information Technology at Los Angeles Firemen's Credit Union. “Superior service and Member Satisfaction are more than goals; it is our mission! We wanted to provide our members with unique self-service opportunities through our Online Banking, expedited fulfillment of their requests, and at the same time enhance the collaboration and efficiency between the front line staff and back office operations.”

Mr. Condon continued, “We selected Interneer due to its proven track record, their ability to understand our business, and the capability of their software to be easily customized and configured to address our specific business needs, and at the same time greatly reducing the time interval between concept and delivery. We are looking forward to deploying the Interneer Mobile App and launching some of the features to enhance and improve our Mobile Banking offerings, providing continuity of our unique services out to this growing channel. We believe that our ability to provide these unique services more quickly helps put us on a more even playing field with the larger financial institutions.”

[Interneer Intellect 7](#) will automate nearly 100 different operational tasks and processes at LAFUCU, resulting in streamlined operations, a reduction in human errors in a manual process, saving time, lowering costs, and increasing employee productivity. Every level of staff and every role will use the software routinely, from making requests to take vacation time to processing transactions for a member. Members at LAFUCU will be able to select from a list of “additional services” not commonly found as an online banking feature, such as requesting service online versus having to call the credit union or visit a branch.

LAFUCU also benefits from a reduction of errors from manual processes, and now enjoys an audit trail for compliance purposes, in addition to automatic approval routing to managers for high risk requests. All items and processes can be easily tracked and new processes can be easily created in the system, saving time and reducing costs that can be passed on to members. New mobile applications planned for the future will only help to improve the customer experience for both employees and members of the credit union.

“Financial services organizations have an opportunity today to leverage technology to improve the customer experience and drive down costs at the same time,” said Romeo Elias, CEO of Interneer. “Historically, BPM solutions provided by large software vendors were very expensive to purchase and implement, difficult to change and highly complex, and therefore only available to the largest financial services organizations in the world. Today, a new generation of BPM software is available that is affordable, easy to implement, simple to use, highly flexible and mobile. With Interneer Intellect 7, Credit Unions and Community Banks now have the opportunity to gain a unique competitive advantage.”

About Interneer

Interneer is the leader in Business Process Management (BPM) software for process automation applications and smart mobile apps designed for the midmarket. With Interneer, companies can deploy affordable, easy to use BPM software for automating business processes and workflows with rapid implementation. The intuitive drag and drop user interface is user friendly, designed for business users and requires no programming. Interneer is available as a SaaS offering in the Cloud or can be installed on-premises, using a subscription or perpetual license model. Interneer has hundreds of customers including Bose, Jacobs Engineering, and Host Hotels in markets including construction, manufacturing, healthcare, education, energy, and public sector. For more information, visit www.interneer.com.

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