



# wellington IT Service Improvement Overview

**The story so far**  
September 2016



[www.well-it.com](http://www.well-it.com)



# Why did the story start?

In December 2014, Wellington IT was sold to Volaris, part of Constellation Software Inc. (CSI). They acquire, manage and build industry specific software businesses. They are committed to the long-term success of their acquisitions and drive results by investing capital and expertise, which is great news for our customer base. Best of all, they do not sell their companies so you can be sure that Wellington IT will continue to grow and excel with our Credit Union customers.

With over 200 software businesses as part of their portfolio, CSI has developed expertise on what works and what doesn't when running a software company. Wellington IT continue to run independently but we can share best practices common to technology companies particularly within the Financial Services Industry.

With this, came an organisational change. There was a newly empowered management team and implementation of best practices across all areas of the business. This is how the story began on the road to improving the service we provide to our customers.





# We are changing together

You continue to change how you do business so your Credit Union can grow and compete against your commercial rivals. At the same time you need to meet the ever increasing regulatory controls and obligations that have been placed on Credit Unions.

With technology being the main enabler to help you change, we need to continue to make sure we are able to support you. We are focused on listening to you and continue to identify how we could improve. Last year we promised to deliver service improvements that would benefit your Credit Union.

By partnering with you, we are committed to deliver enhanced communication, more software and better customer care.



# Working together to shape our future

To be more proactive in meeting the business needs and requirements of your Credit Union, we are investing more time and resources into listening to our customers to support you strategically. By working more effectively with the Wellington User Group, we are focusing on developing technology in the areas that will make a difference to your everyday operations and your long term goals.

We will continue to be the local market specialist but we are searching globally to find the best solutions for you. We have been working in partnership with our largest customers to help them deliver on their strategic plans, which will benefit our whole customer base.

Strategic  
Outlook

Special  
Interest  
Groups

More  
Customer  
Feedback



“The fact that Wellington IT are now part of the Volaris Group means they have invested in improving the service they are providing to their customers. In my opinion they now have even more capacity to address our business requirements.”

**Wexford Credit Union**





# A customer centric approach to innovation and development

## New this year

To allow for continued product development, client enhancements and TOEs, we have re-organised the development team. Some new functionality includes:

- New Verifone debit card readers with tap technology
- Online Debit card payments with Realex
- New and improved Creditors ledger
- 1st stage of online loan application process
- Compliance reports – prudential and CP88 reports

## What's yet to come

We will continue to share our product road-maps and work proactively with the user group executive and special interest groups. Future focus areas include:

- Online and mobile member services
- Usability and intuitiveness
- Enhanced online and over the counter loans processing
- Business Intelligence
- Compliance



"As a long standing partner of Wellington IT, we have continuously been able to offer services to benefit our members such as more streamlined and robust over the counter services, debit cards, ATM cards, electronic funds transfers and ATM machines. We have faith in the system and the information it collects, supporting our need to respond to the increased amount of pressure from regulators"

**Mullingar Credit Union**





# Investing more in customer care

To improve responsiveness to clients and to improve customer satisfaction, there has been some major changes and investment with regards to our customer support, implementation and network teams.

- Introduced formal key account management
- All project managers have been successful in achieving their certifications in project management
- A new ticketing system introduced
- A tiered support structure
- The introduction of a help desk supervisor
- Subject matter experts appointed
- New contracts and SLA to meet increased regulatory environment
- Data centre upgrade and introduction of failover data centre providing the infrastructure needed for growing EFT volumes
- Dedicated Private network roll out to give better connectivity to Wellington Shared Services
- ISO certifications maintained and renewed
- Continuing to recruit to grow the team
- Customer workshops delivered throughout the year



99.1%

support tickets are  
successfully  
resolved within  
SLA's



"The overwhelming response from our staff is that JUSTIN has been a very positive development and we look forward to achieving the standards needed for the Credit Union to serve our members by liaising with our key account manager"

**Newry Credit Union**





# Listening more, communicating better

Communication underpins everything we do and there is always room to improve. This year we have committed to developing a culture of open and honest communication. We continue to invest in this area. This is what has happened in the last year:

- Investment in marketing team with two new members of staff appointed
- Formal monthly communications with regards to product, compliance and company information
- More regular face to face meetings, site visits and demos with your account management team
- More emphasis on improved communication from all sides of the business
- The ability to monitor your SLA's online via JUSTIN
- Active listening program with interviews, focus groups, customer satisfaction surveys and insight surveys
- Improved approach to working with the Wellington IT User Group
- More structured workshop program
- The introduction of special interest groups
- Internal education and training program





“The quality and amount of communication has improved, we can start to see useful information being shared. An example of which is the Compliance update and pack, this is particularly useful in meeting requirements and conducting audits for the Central Bank of Ireland.

Our Account Manager has had a positive impact in improving communication and I hope to see this throughout the business as Wellington continue to invest in this area”

**Monaghan Credit Union**



# We are getting bigger and better together



**This year  
in numbers!**

€1.7bn of EFT's  
processed

↑25%

↑23%

€19.7m in  
debit card volumes

1.5m cuOnline  
users

↑13%

35

TOE's delivered  
in 12 months

Over 1/2 of our  
customers have  
upgraded to Scion

50%

150k

150,000 new member  
accounts

wellington IT



A woman with a headband is leaning out of the driver's side window of a light-colored car. Her right arm is raised, and she is smiling. The image is overlaid with a large, semi-transparent blue circle. The background shows a dry, hilly landscape under a clear sky.

# The story continues.....

let's make it an  
inspiring one together



wellington IT

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