

Successes from the Field

An exclusive interview about the installation of FASTdocs™ and Receipt Manager™ featuring Joseph Volmar, VP Member Services, Parsons Federal Credit Union.

About Parsons Federal Credit Union

Parsons was originally chartered on September 16, 1975. Today PFCU serves nearly 9,000 members with assets in excess of 130 million dollars. Parsons Federal Credit Union is located in Pasadena, California with members located all over the globe.

Bluepoint Solutions: Which software applications, from Bluepoint Solutions, did Parsons FCU decide to implement?

Joseph Volmar: We recently implemented Bluepoint's FASTdocs™ software for our member-centric, electronic filing system and Receipt Manager™ for our receipt research capabilities.

BPS: Before the implementation of the Bluepoint software, what were your former methods of document management? Microfiche? Paper files? Manila file folders? Banker Boxes?

JV: We used them all. We were running out of storage space trying to keep all of our documents in order - signature cards, loan documents, etc.. We contacted Bluepoint because we heard about their dedication to best practices through their document management software.

BPS: How has BPS solved that problem for you?

JV: Formally, our research capabilities were extremely limited. What used to take days now takes minutes with the Bluepoint FASTdocs and Receipt Manager software.

BPS: How did you learn about BPS and our document management products?

JV: I attended the Symitar conference in San Diego. I was looking forward to meeting with Bluepoint because I had heard about their best practices-compliant software products.

BPS: In your opinion, what is the Bluepoint difference? Why did Parsons FCU decide to select the BPS solution instead of other vendors you were considering?

JV: One of our board of directors' goal was to take our credit union completely "paperless". The Bluepoint document management software was the most comprehensive solution that enabled us to achieve this goal.

BPS: After the integration of the BPS software, how has your productivity, member service and operation expensive improved?

JV: Our employees enjoy the instant availability of member information with FASTdocs and Receipt Manager. Now, research is performed quickly and efficiently. Regarding member service, our telephone service reps are able to immediately address member questions or problems.

We no longer have to forward requests to our research department. Our operating expenses have decreased because we no longer use a courier or have to store paper documents. Parsons has also saved money because we are not purchasing as much paper.

BPS: Do your tellers find FASTdocs and Receipt Manager easy-to-use?

JV: Absolutely! Any member can receive the information they are looking for instantaneously. In a short time, our members started to notice the increase level of service. It was amazing and we are impressed. Parsons would recommend Bluepoint Solutions to any credit union looking to implement best practice solutions within their credit union.

BPS: BPS has designed their document management software to utilize a familiar windows interface. During PFCU's software training period, did your tellers find the software easy-to-learn?

JV: Absolutely! Easy-to-learn and easy-to-use. Any member can receive the information they are requesting just as quick as a teller can click [a mouse]. In a very short time, our members really have appreciated the increased level of service. The software is amazing; we are impressed with the Bluepoint document management software. We would recommend it to any credit union.