



newsrelease

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\$1.5 Billion HAPO Community Signs with Corelation to Increase Core Functionality for More Efficient Member Service

SAN DIEGO – May 21, 2018 – In an effort to increase its core functionality for more efficient member service, HAPO Community Credit Union (\$1.5 billion; 154,000 members; Richland, WA) has signed with credit union core processing vendor, [Corelation, Inc.](#), to convert to its KeyStone core processing system late spring 2019. HAPO Community looks to provide technology that simply makes its employees' jobs easier resulting in better service to members – and Corelation has become a key part of achieving this goal.

According to HAPO Community CEO Steve Anderson, the credit union's current core lacks some of the functionality he and his team want to see to serve members more efficiently. One example is the ability to view the entire member relationship from one screen.

"We feel Corelation's culture fits ours and they have a reputation for listening to their clients' needs," states Anderson. "Additionally, their user interface for end users is more intuitive and easier to learn, which frees up time for the member relationship and also provides efficiencies and a good user experience for staff."

He also likes Corelation's philosophy of adding as many features as possible to the core itself – and if it's not in the core, they are open and willing to integrate with third parties.

HAPO Community expects ongoing enhancements as KeyStone matures and the potential for other Corelation clients to help drive what those enhancements are. Staff is also excited about the ability to track member interactions and service requests in the core. This feature will provide employees with "need-to-know" information quickly to better serve members.



“Our goal is essentially to provide technology that makes everyone’s job here easier, resulting in better service to our members,” Anderson says. “Another goal of ours is to have a collaborative relationship with Corelation and other Keystone clients, which we believe will benefit all parties.”

“Reducing friction is a huge priority for today’s credit unions serving their members and helping their employees work more efficiently. KeyStone’s core technology plays a major role in helping credit unions achieve this goal – which is a primary goal of HAPO Community,” states Corelation President/CEO Theresa Benavidez. “We are pleased to provide them with a flexible and open core system that will make their employees’ jobs incredibly efficient, resulting in greatly enhanced member service. Our collaborative culture will also enable HAPO to work closely with other KeyStone users – new and established – to discover new possibilities that will ultimately increase their value for their members well into the future.”

About Corelation, Inc.

Based in San Diego, CA, Corelation is the innovative core processor for today’s credit union. This solution is a member-centric system that empowers credit unions to offer the best member service possible, enhancing their value for member attraction and retention. In terms of industry experience, Corelation’s staff has dedicated their careers to creating core systems and providing unparalleled client service. For more information, visit www.corelationinc.com.

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