

# Top seven things community banks and credit unions should look for in a technology partner



In today's fast-paced and highly competitive financial industry, community banks and credit unions need to leverage technology to stay ahead of the curve and meet the evolving needs of their customers. However, choosing the right technology partner can be a daunting task, as there are many factors to consider. Here are the seven things credit unions and community banks should look for in a technology partner:

## 1 Scalability

As a community bank/credit union grows, its technology needs will also increase. It is crucial to choose a technology partner that can scale their solutions to accommodate the institution's growth. This will ensure that the institution does not outgrow its technology partner and have to switch to a new provider in the future.

## 2 Security

With the increasing number of cyber threats and data breaches, security is a top priority for community banks and credit unions. It is essential to choose a technology partner that has robust security measures in place to protect sensitive customer data and prevent unauthorized access to the institution's systems.

## 3 Compliance

The financial industry is heavily regulated, and community banks & credit unions must comply with a myriad of laws and regulations. Be sure to choose a technology partner that has a strong understanding of regulatory requirements and ensures that their solutions are compliant with all laws and regulations.

## 4 Configuration

Every financial institution has unique needs and requirements. A technology partner should be able to tailor their solutions to meet the specific needs of the institution while staying within proven guardrails to ensure compliance and security.

## 5 Integration

Community banks and credit unions often have legacy systems in place that need to be integrated with new technology solutions. Choose a technology partner that can seamlessly integrate their technology with the institution's existing systems and processes to ensure a smooth transition and maximize efficiency.

## 6 Support

Implementing new technology solutions can be a complex and challenging process. A technology partner should provide ongoing support and training to help the institution make the most of their technology solutions and address any issues that may arise.

## 7 Reputation

When choosing a technology partner, it is important to consider their reputation in the industry. A partner with a solid track record of success working with other financial institutions and regulators is more likely to provide reliable and high-quality solutions.

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Community banks and credit unions should carefully consider these seven factors when choosing a technology partner. By selecting a partner that offers scalability, security, compliance, configuration, integration, support, and has a good reputation, community banks and credit unions can ensure that they have the right technology solutions in place to meet the needs of their customers and stay competitive in the industry.



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