



# Case Study

## Upgrade PEP+

*“EDGE Services has been a major contributor to the success of our IAT compliance upgrades and has provided us with practical working knowledge of IAT requirements, NACHA rules and FISERV’s CheckFree PEP+ system.”*

*- Vice President, MIS*

### Client

Our client, Security Service Federal Credit Union, is in the top 10 credit unions in the nation, with more than \$5 billion in assets and a corporate headquarters located in the Southwest. This not-for-profit, member-owned financial institution was founded to serve the financial needs of a branch of the U.S. Air Force and has expanded its charter to serve more than 690,000 members in more than 1,000 organizations, including several geographic areas.

### Situation

Over the course of 12 months, our client had been heavily involved in the preparation for the OFAC International ACH Transaction (IAT) regulatory requirements set to go into effect on September 18, 2009. As part of the IAT compliance project the client credit union was faced with the need to upgrade FISERV’S Checkfree PEP+ system to release 6.0, which was a necessary prerequisite to a subsequent larger PEP+ IAT upgrade. In addition, the client wanted to upgrade FISERV’s Safe Box Accounting (SBA) system from release 8.0 to 10.0.

### Challenge

The client’s internal information technology staff was already working on a number of large and strategic credit union initiatives. They wanted to continue their focus on these key initiatives without disruption, while meeting the deadline for the IAT regulatory requirements. Due to ongoing relationship with EDGE, the client engaged EDGE to provide resources to help with the regulatory compliance workload.

Key components of any solution were:

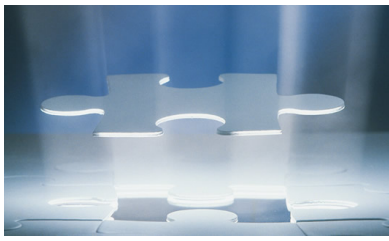
- 1) Meet regulatory deadlines
- 2) Deliver services within budget requirements
- 3) Provide services with little or no disruption to their current internal IT staff

### Approach

EDGE proposed a fixed-price upgrade solution for both FISERV Checkfree PEP+ and SBA on a 17-week timeframe. One analyst was used to work both upgrades, with two different technicians, leveraging the analyst’s time between the projects in order to provide a more cost-effective solution.

While IAT regulatory requirements were the catalyst for major changes to PEP+, another key factor was ensuring the PEP+ upgrades integrated seamlessly with the five Fidelity systems and the various client services delivery touch points.





# Case Study: Upgrade PEP+

*“EDGE Services has always responded quickly to our needs and has consistently provided resources that are professional, proficient, skilled and innovative team players.”*  
- Vice President, MIS

## Result

EDGE delivered both upgrades error-free within the timeframe outlined and on the original fixed-price investment. The client was better positioned to meet the IAT regulatory requirements and receive improved software vendor support by implementing current releases.

### Benefits Realized:

- Stayed on-target for subsequent business goals to implement the IAT requirement project.
- Reduced expenses by combining both the PEP+ and SBA projects and increasing the efficiency by leveraging resources.
- Ensured expenses were predictable and consistent through a fixed-bid agreement.
- Relieved management of day-to-day monitoring of project progress. Management team was kept updated regularly, allowing them to communicate ongoing project progress to executive management.
- Allowed client’s internal resources to remain focused on other credit union strategic initiatives, while EDGE resources focused on compliance requirements.

## Client Perspective

*“EDGE Services has always responded quickly to our needs and has consistently provided professional, proficient, skilled and innovative team players.”*

EDGE Services has been a major contributor to the success of our IAT compliance upgrades and has provided us with practical working knowledge of IAT requirements, NACHA rules and FISERV’s CheckFree PEP+ system.

*Working with EDGE Services has proven to be a trusted, rewarding and long-term partnership.”*

- Vice President, MIS

Learn more about EDGE at:  
[www.edgeservices.com](http://www.edgeservices.com)

