
CUTEK'S Q4 NEWSLETTER- HOLIDAY EDITION

Consulting | Employee Spotlight | Products | Presidents Message

Upcoming Training

March 28 - 30, 2023

PowerDocs Training

CUTEK's Corporate Office

San Antonio, TX

CONTACT US to sign up!

sales@cutek.com

Upcoming Conferences

February 26-March 02, 2023

GAC (Governmental Affairs)

Washington DC

Custom Programming

- POWERON
- POWER DOCS
- EMA, ELA, EAR
- SYMXCHANGE & JXCHANGE
- SDK (Digital Banking)

Why Hire a Consultant?

This is a question many leaders may ask when the idea is proposed, especially if they only see it as an added expense. But consultants can be valuable assets and contribute in ways your current team may not be equipped to handle. They can also open the door to future opportunities that will benefit your organization in the long run. Here are 6 reasons why hiring a consultant may be right for your next project:

1) CONSULTANTS HAVE VALUABLE SUBJECT MATTER EXPERTISE

Some projects require a subject matter expert — someone who is proficient in an area of expertise that is beyond your team's knowledge and skillset. Sure, you could put one of your existing employees through training, but that could take weeks or even months, and in most cases, is not a practical solution. Bringing in a consultant that has knowledge and experience on a specific deliverable will ultimately save time and money while simultaneously serving as a learning opportunity for your team.

2) CONSULTANTS BRING LOW RISK & HIGH REWARD

Hiring can be risky, especially today, with a whole host of uncertainties facing the economy and landscape of work. In many cases, it could take months before you are able to hire an employee — not always a practical solution when you are in a time crunch and the work needs to get done. What happens if a month from now you need to eliminate that position due to budget cuts? What if the project the resource was hired for is put on hold? Bringing in an outside consultant provides fast access to someone who will hit the ground running and add immediate value. They can help you for as little or as long as you need without the permanence. Consultants can be an immediate solution that create a low risk, high reward situation for an organization.

3) CONSULTANTS BRING AN OUTSIDE PERSPECTIVE

One of the unique benefits of being a consultant is the exposure to a variety of industries and companies over a short time. Engaging a

Consulting Services

- Core Conversion Assistance
- Digital Strategy Consultation
- Merger Programming and Consulting
- Project Management
- Vendor Selection
- Contract Negotiations
- Staffing Assistance
- Operational Efficiency Study
- Custom Programmer Training

Product Offerings

- CU Collect - CUTEK's Collections Solution
- Wire Manager
- Online Member and Loan Application Suite
- CORREIO AVS (Address Validation)
- Multi-Factor Authentication (MFA) VIA SMS and Out-Of-Wallet Questions
- Fee Manager - Reversal and Posting
- Savings Jar (Round Up)
- Skip - A - Pay
- Dispute Manger
- CAMS Alert Manger

consultant to plan the approach and execute the task at hand objectively can be a huge benefit. Consultants have seen many different organizational structures, industry-specific problems, project management, and problem-solving approaches that will help them recommend a solution you may not have considered without their unique viewpoint.

4) CONSULTANTS IDENTIFY OPPORTUNITIES TO STREAMLINE PROCESSES

Consultants have a diverse background and breadth of experience, not only when it comes to various industries, but work content as well. In many situations, as a consultant works on an initial project, they become more familiar with your organizational culture, team, and processes, allowing them to identify other areas that can be improved, streamlined, or automated.

5) CONSULTANTS PROVIDE EXTRA SUPPORT DURING PERIODS OF TRANSITION

A period of transition within an organization is one of the most common times to bring in consultants. Transition periods may include expansion, relocation, mergers & acquisitions, or implementation of a new product or service. During these periods of transition, there is more work to be done, more specialized projects, and, in some cases, more employee turnover — all of which are examples of situations in which consultants can add tremendous value.

6) CONSULTANTS CAN INFLUENCE REQUIREMENTS FOR A PERMANENT ROLE

Whether your company is expanding and has newly created positions or is backfilling an existing role, bringing in a consultant is a great way to test the scope of the role and assist in the creation or redefinition of desk-level procedures. Consultants may be able to assist you in drafting the job description, interviewing candidates, and providing recommendations for hiring. Consultants are also able to train and onboard your new employee(s).

We are ready to help

The current business environment requires change. CUTEK's dedicated team of consulting professionals is here to help you navigate this dynamic landscape from revamping your business strategy to executing essential project initiatives. Ready for a solution? Need some guidance? Contact sales@cutek.com to meet with a consultant today!

Employee Spotlight



Graci Samudio is the Consulting Coordinator at CUTEK and came on board a year ago, bringing with her 15 years of customer service experience and eight years of management experience. Her role was a first for CUTEK – specifically designed to foster new talent into the industry and create a career path for future consultants. Her current role is currently a dual one; as a member of the Consulting team, she provides support and heads various Project Management efforts while she cross trains in the CUTEK way of mergers, vendor selection, operational analysis, as well as working as the Office Manager of CUTEK’s Texas based office. During her first year, she has helped to open the new location of the Texas office, now on the Northside of San Antonio, Texas, and has recently assisted with the hosting of a handful of clients for a week-long PowerDocs training course. Graci has also passed her PSM-1 certification this year and intends to continue with these certifications and her study of Agile methodology while applying it to the various projects she works on at CUTEK. Her goal for the next year is to continue shadowing her industry expert peers and take on more roles and responsibilities as she makes her way to becoming a full time CUTEK Consultant.

Q4 Featured Product

A recently enhancement of CUTEK's Levy Solution is now available. This version will better serve our Clients to assist with processing Levy files that Credit Unions receive from each State.

How to process a Levy

The 4 critical steps of levy processing includes Intake, Seizure, Tracking, and Payment. Because some times important details get overlooked when you’re lost in the weeds, CUTEK has added features to support an end to end solution for all your levy and garnishment needs.

CUTEK’s Levy product delivers peace of mind as you process legal orders to seize funds or assets from member accounts.

- With the new Levy product you can easily work unassigned levies and garnishment orders that require funds to be seized or identify orders with payments due.
- Holds and notices follow all compliance and jurisdictional requirements
- Easily track accounts and amounts seized, including release and revised amounts
- Full logging for audit tracking
- Both demand and batch processing supported to make sure payments are made by the required date
- Prefilled payment records for all of your processors to save time and minimize typing errors



Message from the President

2022 has been a remarkable year for CUTEK! From working on exciting cutting-edge projects, to expanding our product and service offerings, our focus has always been on identifying areas for improvement to benefit both our employees and our clients.

At the beginning of the year, our leadership team placed an emphasis on employee development and job satisfaction. To that end, we experienced tremendous growth which allows us to serve our clients with quick turnarounds and the quality solutions our clients know and love us for. We will continue to see the fruits of this investment in our team for years to come through improved job performance, satisfaction, and as a benefit to our clients, better service.

We are grateful to you, our clients, and partners, for the opportunities we have been given to grow our business by working with you on challenging projects. Together we have done great things that will benefit the financial services industry and your members for years to come.

As we move into 2023, we look forward to exciting new opportunities to work together and improve the financial health of the communities we live in. From all of us at CUTEK, we wish you the happiest of holidays and a prosperous new year!

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