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## **MERIDIANLINK DEVELOPS ULTIMATE INTEGRATION Northwest Federal Credit Union Requires Custom Solution**

**COSTA MESA, CA – September 22, 2008** – When Northwest Federal Credit Union automated their lending application, they faced more than the usual processor integration challenges. Unlike their peers, this \$1.5 billion institution operates from a unique core database and required a custom solution.

“We have a one-of-a-kind system, developed internally by our own programmers,” explains Colleen Daly, vice president of lending for Northwest FCU. “We also face certain security challenges germane to our membership base of select government intelligence community employees. There were very few software vendors willing to work with us. We were shut down pretty fast once they realized we had our own in-house system.”

For MeridianLink programmers, developing an in-depth custom integration like Northwest Federal Credit Union required, was a challenge they were more than willing to accept. “This gives us an opportunity to show people what we can do,” says Tim Nguyen, chief technology officer for MeridianLink. “One of the key questions potential credit union clients often ask is about integration. Whether a credit union is using one of the more well-known core processors or a “home-grown” system, seamless integration is always a priority. If a credit union is going to automate financial services, they need to be confident that the integration will be done right — with accuracy and depth.”

“I know we weren’t an easy client,” admits Daly, “and our secure database probably presented the biggest challenge. But MeridianLink worked hard to accommodate our needs. They were willing to go the extra mile with special programming that our situation demanded.”

Daly adds: “Very close to the date of our planned launch, we realized we needed the ability to print checks from inside the system. This was not part of the original implementation plan, but there was no way around it. MeridianLink programmers got it done in time to meet our launch date.”

“There was no question, that we could do it,” asserts Nguyen. “Our company philosophy is based on my belief that there’s always a way to build the bridge — to integrate. We bend technology to our will.”

Northwest FCU members have been very receptive to the new system, which launched in December, 2007. “We’ve had excellent feedback from our members regarding the ease of use, the loan progress tracking feature and the web chat capabilities. Our members appreciate the convenience and faster processing, offered through our streamlined online application, too.”

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#### **About MeridianLink**

MeridianLink, Inc. is a leading provider of enterprise business solutions for over 26,000 end users in the financial services industries. The company's passion for excellence is reflected in their web-based credit reporting, lending, and new membership/deposit opening technologies, which all enjoy solid reputations as being cutting edge, reliable, and affordable. Based in Costa Mesa, California, MeridianLink is committed to creating "Smart Solutions" that deliver "Real Value." For more information, visit [www.meridianlink.com](http://www.meridianlink.com).

#### **About Northwest Federal Credit Union**

Northwest Federal Credit Union is a full-service financial institution serving select government employees worldwide and more than 400 companies in northern Virginia. Established in 1947 and headquartered in Herndon, Virginia, NWFCU currently has more than 97,000 members and assets in excess of \$1.5 billion. For more information, visit [www.nwfcu.org](http://www.nwfcu.org).

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