

Media Release

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SMA – Software & Management Associates

3939 Glade Valley Drive
Kingwood, Texas 77339
www.smausa.com

For More information

Contact: Kelly Larson
(281) 446-5000, ext. 610
klarson@smausa.com

Synergent

PO Box 1236
Portland, ME 04104
www.synergentcorp.com

For More Information

Contact: Jon Paradise
(207) 773-5671, ext. 273
jparadise@mainecul.org



Synergent® and SMA™ Celebrate as Automated Jobs Through OpCon/xps™ Pass 10 Million Mark

(Westbrook) – The partnership between Synergent and SMA - Software Management & Associates achieved a significant milestone this December. Synergent's core processing platform ran its 10 millionth automated job through SMA's OpCon/xps event driven automation solution, since the organizations began their relationship in 2005.

SMA's OpCon/xps automates, monitors, controls and tracks the Episys™ core processing software and many other applications and processes, delivering unmatched automation and control for the Symitar suite of credit union software. OpCon/xps reduces IT costs and the risks inherent in any complex IT environment by reducing errors caused by manual intervention, remotely notifying staff of unexpected events, and improving job run accuracy with user defined calendar and frequency forecasting and business process workflows. OpCon/xps provides an advanced yet easy way to automate, manage, view and report in a heterogeneous environment from one central location.

“Surpassing the 10 million level in the number of automated jobs that OpCon/xps has processed in our datacenter gives us all a moment to reflect on the importance of SMA's automation software. It has significantly elevated the value of our datacenter core processing through highly accurate delivery of all production needs for our client credit unions,” Tim Gilman, Assistant Vice President of Operations for Synergent Technology Services, said. “Reaching this milestone in such a short timeframe is a clear testament to the increased value of OpCon/xps automation in our datacenter. In my 30 years in various operational IT positions, I cannot think of a more critical investment in technology.”

Gary Glenn, Senior Vice President of Synergent's Technology Services and Payment Systems Services, explained that the partnership has allowed Synergent to take their service to an even higher level. “OpCon from SMA is our key to successfully running our core platform in an online environment. Datacenter operations require a high level of accuracy and consistency in the

delivery of scheduled processes for our credit unions. Without OpCon, we would not be able to deliver this high level of service to our credit unions.”

Michael W. Taylor, President/CEO of SMA, said that way the two organizations have worked together has made the partnership a great success. “Tim Gilman and his team leveraged OpCon/xps and collaborated with our ACG team to speed up the daily processing by an impressive 75% as well as eliminate manual processing errors in Synergent’s data center. These undeniable benefits have effectively saved Synergent 12 to 16 hours processing per day,” he said. “Through the extraordinary collaborative effort from the SMA and Synergent teams, they developed an impressive automated solution that currently serves more than 50 credit union clients with the identical technology that was originally designed to serve only one. This illustrates an astounding capacity for OpCon/xps’ unlimited scalability, as well as the power of this continuing collaborative partnership.”

According to Kevin Adams, Senior Vice President Consulting for SMA, "The SMA team is gratified to know that our technology resulted in an undeniably positive impact to the high level of service Synergent offers to its credit union customers. So much so that it resulted in an impressive increase on Synergent’s client service contract length from an industry standard of 3-5 years to 10 years. If stronger evidence exists of a technologies’ overwhelming value to any IT environment, I don't know what it would be."

Software & Management Associates is a privately owned American corporation headquartered near Houston, Texas. Founded in 1980, SMA has enjoyed a strategically planned global expansion that includes several international divisions and a rapidly growing stable of client partners from every public and private sector imaginable. SMA develops and delivers OpCon/xps the IT industries’ leading multi-platform, event driven enterprise automation as well as unrivaled dedication and support to its customers. Please visit www.smausa.com for more information.

Synergent is a leader in providing innovative technology, business and service solutions to credit unions. Formed in 1971, today Synergent has over 125 employees within its four divisions, Technology Services, Card Services, Print and Creative Services, and Check Processing and Support Services. Visit www.synergentcorp.com for more information.

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