

How FCF CU Eliminated Manual Data Bottlenecks and Built a Scalable Analytics Foundation

THE CHALLENGE: Updating a Manual Process

Financial Center First Credit Union relied heavily on manual data processes to support reporting and analytics. Key data sources, such as the mortgage pipeline, required regular manual uploads and cleansing, limiting how frequently data could be refreshed and how easily new data sources could be added.

These manual processes created several challenges:

- Time spent loading and maintaining data instead of analyzing it
- Limited ability to support daily updates
- Constraints on expanding analytics to additional third-party systems
- A lack of scalable architecture for future growth

The credit union needed a way to automate data ingestion and preparation while building an infrastructure that could evolve as analytics maturity increased; with these changes, they could spend more time **acting** on their data instead of just **managing** it.

THE SOLUTION: Modern, Automated Data Architecture

Financial Center First Credit Union engaged Rise Analytics Professional Services to design and implement a modern, automated data architecture within its data lake.

The Rise Analytics team:

- Implemented automated data pipelines to eliminate manual uploads

- Introduced a scalable architecture using modern data engineering tools
- Enabled daily refreshes of new mortgage pipeline data sources
- Established a framework and repeatable processes that can be reused for future data sources
- Created an end-to-end example of data load automation to demonstrate an analytics solution

Beyond the initial use case, the solution laid the groundwork for automating additional systems, including accounting and third-party data sources, without requiring manual intervention.

THE EXPERIENCE: Providing Clarity and Structure

Throughout the engagement, Financial Center First Credit Union worked closely with Rise Analytics' Professional Services team, who provided clear guidance and deep technical expertise.

According to the credit union, one of the most valuable aspects of the engagement was the **clarity and structure** of the project. The Rise Analytics team laid out a **clear plan**, executed against it and delivered the expected outcomes without surprises. The project was completed **significantly faster** than the credit union could have achieved internally and required **minimal course correction** along the way.

The Rise Analytics team went beyond scope to ensure the credit union was fully equipped to operate independently from day one.

Financial Center
First Credit Union

56,000
members

\$953M
in assets

RESULT:

Significant Time Savings and Scalability

Immediate Impact

- Eliminated the need for **manual mortgage pipeline uploads**
- Enabled **daily data updates** that were not previously possible
- Reduced manual intervention in recurring reporting processes

Operational Efficiency

- Time savings of **four hours per week** as automation expands
- New data sources now added in 8-12 hours instead of 4-6 weeks

Strategic Value

- Scalable architecture to support future data sources
- Greater transparency into organizational performance for executive leadership
- Solid foundation for expanded self-service and ad-hoc analytics

The Impact:

- Staff freed up to focus on member service and analytics rather than data preparation
- Up-to-date data allowed for faster, more accurate decision-making
- Time savings allowed for focus on awareness campaigns driven by the data, rather than data gathering and management



“Rise Analytics helped us automate critical data processes and build a scalable data architecture we simply did not have before. Their expertise and clear plan made this one of the most straightforward technology projects we have completed.”

— **Jon Stonebraker**, Business Intelligence Engineer
Financial Center First Credit Union.

LOOKING AHEAD:

With the new architecture in place, Financial Center First Credit Union plans to continue expanding automation across additional systems, including accounting and member-related data sources. These efforts will further enhance insight into both organizational financial health and member behavior, supporting more informed decision-making across the credit union. The **Rise Analytics platform is one of the most utilized systems that the credit union has across its employee base.**



Staff freed up to focus on member service and analytics rather than data preparation



Time savings of four hours per week as automation expands



New data sources can now be added in **8-12 hours** instead of 4-6 weeks

About Rise Analytics Rise Analytics empowers financial institutions with cutting-edge analytics, AI and machine learning to turn data into actionable strategies. With deep industry expertise and innovative data solutions, Rise Analytics helps financial institutions make smarter decisions, drive meaningful outcomes and achieve long-term success. Their powerful combination of technology and advisory services ensures every insight leads to impact. Learn more at RiseAnalytics.com.

