

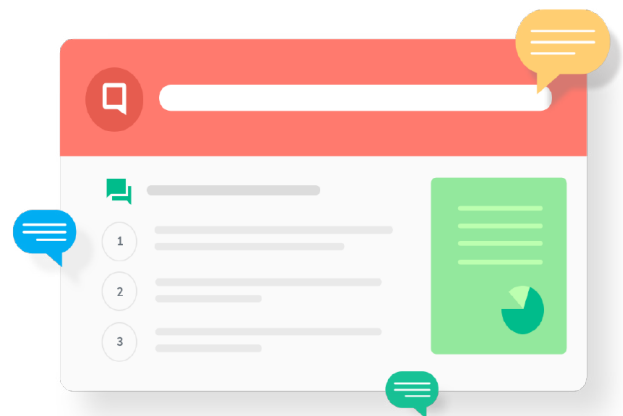
## MAKE EVERY EMPLOYEE A SUBJECT MATTER EXPERT

Centralize all of your policies, procedures, documentation, product information, and forms into a single web-based portal that is easy to use, manage, and always up to date.

### Benefits of Employee Support

- Improve service levels
- Eliminate multiple versions of the truth
- Deliver consistent knowledge across your institution
- Decrease training hours & resources

**Engage**ware



# MAKE EVERY EMPLOYEE A SUBJECT MATTER EXPERT



## Banking Specific Search

Search designed from the ground up for credit unions so that your employees can always find what they are looking for.



## Audit History

Revision history that shows exactly what has changed, when, and by whom makes audits simple.



## Procedure Builder

Organize complex procedures into one easy-to-use tool that guides your users step-by-step.



## Data-Driven Enhancements

Get real-time insights into what content is working, what needs refinement, what is old, and what is new, so your content is continuously improving.



## Content Drafting & Approvals

Draft, review, edit, schedule, and approve content easily across different departments and users to ensure accuracy.



## Content Services

Not only do we implement your content, we make your content easier to find, follow, use, and simultaneously provide ongoing updates and enhancements.

## Package Options

Engageware offers a variety of solutions to meet your specific needs.

### Employee Group Options

- Frontline branch & call center
- Frontline plus departments

### Access Options

- Engageware standard portal
- Engageware enterprise portal

## Great Employee Support When You Need It

- “Engageware answers nearly 18,000 questions per month for our frontline staff.” Cathy Roelle (VP of Teleservices) Arizona Federal Credit Union
- “Employee Support has definitely helped save a lot of time on the front end, improving our member experience.” Kristin Morrison (COO) Jefferson Financial Federal Credit Union

Find out more about Engageware by calling **800.262.6285** or emailing **Info@CUSolutionsGroup.com**.