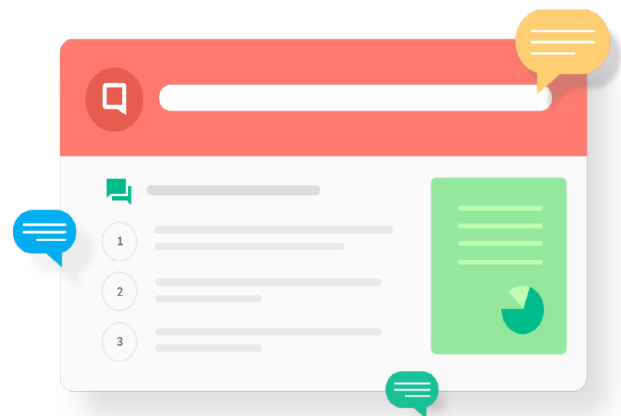


MAKE EVERY EMPLOYEE A SUBJECT MATTER EXPERT

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



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

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

Employee Group Options

- Frontline branch & call center
- Frontline plus departments

Access Options

- SilverCloud standard portal
- SilverCloud enterprise portal

Great Employee Support When You Need It

- “SilverCloud 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 SilverCloud by calling 800.262.6285 or emailing Info@CUSolutionsGroup.com.