

## Credit Union SA prints colour at a good price

South Australia's third largest credit union is committed to supporting the financial needs of South Australians, with profits going back to members through better rates, fairer fees and helping out local communities.

Credit Union SA, with its head office based in the Adelaide CBD, has been working to help South Australians achieve their goals since 1958 - whether it be owning their own home, purchasing a car, travelling overseas or saving towards something special.

As a member based organisation the company is not driven by the need to return dividends to shareholders in the manner of the major banks and as a result are able to channel profits back to their membership and the broader community.

Credit Union SA's 50,000 members benefit from innovative new products and services, low fees, great interest rates and high levels of personal service. Credit Union SA supports projects and community development initiatives such as schools and charities.

Having seven branches in South Australia, providing excellent service to all Credit Union SA's members is most important. The organisation knows that their members expect fast and reliable banking service and therefore, technology is a major asset.

"You can't do banking without technology. We use it to be able to offer our members better service and products. Internally, it helps staff to work more efficiently and reduces costs. We make full use of our banking software, card processing systems, networks, servers and photocopiers" says Ken Robinson, Manager Information Technology "we have twelve photocopiers scattered throughout our six branches and head office. We mainly use them for administrative reasons, but our marketing department makes good use of them too."

"We do a lot of high volume colour printing and scanning on our Multi Function Devices. In the future, we would like to be able to scan all our member files and manage them electronically. The software Toshiba offers works with our existing IT infrastructure so it should be a simple transition" mentions Ken Robinson.



Toshiba e-Bridge Capture & Store provides the perfect solution for electronic archiving. It streamlines the processing of business critical information and creates document workflows to increase efficiency. Ken Robinson sees Toshiba as a trustworthy brand and product. "The R&D work is great and the product is built to last."

The partnership between Copyworld and Credit Union SA commenced more than a decade ago when the company rationalised its print management. "We were looking for a long term partnership with a company that would treat us well. Cost is a key component: the money we save can be spent elsewhere to benefit our members. Finally we need reliability: we are a financial institution and always have to meet deadlines, we certainly do not want to be hamstrung by technology" reflects Ken Robinson "Copyworld ticked all the boxes and still does. In 2009, we went to market after reviewing our needs and Copyworld offered the best package. We are very satisfied with the products and the service we receive."

"The colour photocopiers provide great presentation material with the result that information presents in a quality manner, it brings the subject to life and looks professional" says Ken Robinson.

"We mostly deal with Mark (Sales Manager) and I find his service to be of an excellent standard. The administration and service department of Copyworld is very polite, punctual and they care about us. They really have our best interests at heart" stresses Ken Robinson "Copyworld will be considered for our future needs. Everything is working well and we are looking forward to newer technology and a faster output at even better prices."

