

Case Study



Overview

WSECU is a member-powered credit union that provides unparalleled service in the Washington area. They tackle everything from small transactions to tomorrow's big financial goals, and proclaim their organization as "the champion in your corner to help you every step of the way." What's unique about WSECU is that they're a not-for-profit organization, placing tremendous focus on their customers and investing in the communities that make Washington an amazing place they call "home."

Why a New Loan Origination System (LOS)?

The primary reason WSECU wanted to make a switch was "scalability." At the time, the organization was utilizing a system that was preventing them from experiencing the growth they were generating. "We were using a system that did not provide us with a lot of scalability," said Ryan Brooks, VP of digital acquisition systems. "We were looking for growth, and the software we were using did not provide us with that goal."

Plagued by their software limitations, WSECU sought a loan origination system that would work with them, not against them. They wanted a solution with the right technology, automation, and implementation to do the heavy lifting—eliminating the time it takes to process a loan. They found MeridianLink Consumer, formerly known as LoansPQ®.

\$600 million


At roughly 4 billion in asset size, WSECU processes roughly \$600 million a year in loans. All on the consumer side.

10 years

"MeridianLink has been a great partner...they've been there—all the way through our implementation, to where we are now."

Power up

"We've had a lot of opportunity to dive deeper into the system, uncovering the powers that MeridianLink offers."



"We've been on it [MeridianLink Consumer] for ten years...MeridianLink has shown they keep up with *and* provide cutting-edge technology to their clients."

— Ryan Brooks
VP, Digital Acquisition Systems

3 most favorable features MeridianLink Consumer provided WSECU

Workflow Automation

WSECU was able to configure their system, and reduce the manual workflow by setting up actions based on their unique business rules. "We've continued to expand the automations, and leverage those more with our in-house processes, which in turn allows us to kick off files in an automated way," said Ryan Brooks. "In this world it just takes a little bit of the manual process out of the equation."

Decision Automation

MeridianLink Consumer enabled WSECU to automatically move applications to and from customized application pipelines. They were able to notify applicants, users, or dealerships of status updates or outstanding stipulations with ease.

"The workflows and the amount of automated approvals we were able to get has really influenced our ability to fund and service our customers."

Automated Actions

"Automated actions, I think, would be the most beneficial component for us," admits Ryan Brooks. "We found ways to leverage the automation so that it provides us an added layer that runs in parallel with the workflows."

WSECU is able to process more applications faster than ever before.