



Pioneer Federal Credit Union Turns to NCR for Omnichannel Banking Experience

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First in Idaho with NCR Interactive Teller that lets live tellers take remote control of ATM

DULUTH, Ga.--(BUSINESS WIRE)--Jan. 19, 2015-- Pioneer Federal Credit Union, which serves members in southwest Idaho, is transforming its branch, online and mobile banking experience through the latest technology from NCR Corporation (NYSE: NCR), the global leader in consumer transaction technologies. Pioneer FCU is the first financial institution in Idaho to deploy NCR Interactive Teller, interactive video technology that allows a live teller to take remote control of an ATM.

Pioneer installed two NCR Interactive Teller units in a modernized drive-through banking experience at its newest branch in Boise. The branch opened in early January. Pioneer FCU worked with Cook Security Group on the purchase and installation of the units as well as ongoing maintenance.

In addition, Pioneer FCU will upgrade its digital banking experience with services and solutions from Digital Insight, an NCR company. The new online and mobile banking experience will go live later this year.

"Boise has a vibrant, tech-savvy population and we wanted to create a branch and digital banking experience that matches their expectations," said Curt Perry, President/CEO, Pioneer FCU. "NCR's vision for omnichannel banking is truly unique. Interactive Teller and Digital Insight technology is already top-of-the-line, and as the divide between physical and digital channels blurs in the future, Pioneer will be well positioned to continue offering the best in technology to our members as we grow in the region."

Digital Insight's mobile banking apps enjoy a 4.7 star rating on the Apple App Store and, [according to an independent industry expert](#), nine of the top 10-rated banking apps run on Digital Insight.

With NCR Interactive Teller, a live teller takes remote control of the device while engaging the customer over two-way video, providing a personalized experience. The solution provides live teller services for clients who want the human touch, and also offers more services than can be conducted on an ATM or other self-service devices. For instance, customers can perform secure transactions without using a traditional ATM card and, like branch tellers; remote tellers can provide cash beyond ATM limits, assist in mortgage payments, transfers, and more.

With the introduction of Interactive Teller at Pioneer FCU, more than 170 financial institutions have chosen to transform their branch banking experience using NCR Interactive Services.

Video collaboration and transaction processing can both reduce operating costs by centralizing tellers across multiple branches, while still connecting customers and tellers in a face to face, highly personal engagement. NCR Interactive Teller helps free branch staff to focus on the service needs of customers visiting the branch.

Through Interactive Teller, Pioneer FCU is able to extend teller service hours even after the branch is closed, now offering teller availability until 6 p.m., Monday through Friday with hopes to extend hours even further in the near future.

"NCR Interactive Teller is changing the way consumers' bank and helping financial institutions deliver more personal service," said Jed Taylor, vice president and general manager, NCR Interactive Services. "As the first financial institution in Idaho to turn to Interactive Teller, Pioneer FCU will be able to use remote assisted service to bring a unique and efficient banking experience to their customers – without losing that human touch."

About Pioneer FCU

Pioneer Federal Credit Union is known for its commitment to the deep-rooted credit union philosophy of "People Helping People." Its commitment to improving the quality of life for its members and the people in the community dates back over sixty years. PFCU provides innovative, substantive, and low cost financial solutions, delivering financial rewards for our members through a comprehensive line of products and services to complement any lifestyle and budget. Our promise is to always be *moving your money forward*®.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables nearly 550 million transactions daily across retail, financial, travel, hospitality, telecom and technology, and small business. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with approximately 29,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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NCR Corporation
Jeff Dudash, 770-212-5091
jeff.dudash@ncr.com