

Publix Credit Union Saves Time with Automation

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We have been able to gain so much by automating the process of month ends. Now we can get our month end reconciliations completed within weeks instead of months.

Hi, my name is Kaylan Brugh, and I'm the Vice President Controller at Publix Employees Federal Credit Union. I have been with the credit union for almost seven years. The credit union was founded in 1957 and we are currently celebrating our 66th year in business.

When I began at the credit union, all the reconciliations were manual and paper-based. Sometimes these reconciliations weren't completed until the following month.

When looking at ways to create efficiencies, one of the big areas of opportunity I found was the month-end process. But the question was, what could we do?

I was at a conference and came across SkyStem. I immediately took interest in it, as I found this to be a very complete way of gaining this efficiency and a solution that we could really utilize. We implemented this very quickly, very seamlessly, and have now been using it for many years.

I personally appreciate the resources that they provide to us and the timeliness in response when we need answers, we were able to utilize their platform to go paperless and create efficiencies for the department and the credit union. It also provided an opportunity, since these reconciliations would be more automated and can be done faster to ensure that our financial statements were accurate.

This was a win for us. With the limited resources that we could offer to get this up and running.

In demoing this product and sharing it with the department, change always has a little hesitation, but everybody seemed very excited when they were able to view the demo and speak with SkyStem's associates to learn more about the products.

The reason that we chose SkyStem ART is because of their customer service, the simple onboarding process, and their easy-to-use platform.

We have consistently chosen to stay with them for all of these reasons, and above all, the ongoing support that they have provided to us. Anytime that we have questions, they are so quick to respond. There is no delay.

If I had one piece of advice to give, it would be, don't wait to utilize automation to the best advantage. If it were not for this platform alone, we would not have been able to seamlessly transition when COVID hit and be fully remote. We were able to do this without a business interruption. So don't delay, use SkyStem.