

Relyco® Customer Story: Service Credit Union



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Lisa Peterson

Manager of Administrative Services and Security

AT A GLANCE

CUSTOMER:

Service Credit Union

INDUSTRY:

Financial Services

RELYCO PRODUCTS

Custom Check Stock
Custom Forms

RELYCO SERVICES

Commercial Printing
Warehousing

WEBSITE

www.servicecu.org

Long-term Partnership Cemented With Superior Service

Founded in 1957 and originally chartered to serve the military and civilian employees at Pease Air Force Base in New Hampshire, Service Credit Union now provides financial services to more than 130,000 members across the United States and around the world.

Service Credit Union’s mission is to “exceed our members’ service and convenience expectations,” and this mission acts as a benchmark by which the credit union measures all that it does.

With a powerful mission to exceed customer expectations, Service Credit Union looks for a similar commitment to service and convenience from the vendors with whom it works—and it has found this with Relyco. A Relyco customer for nearly two decades, Service Credit Union turns to Relyco for products and services that include check stock and forms as well as commercial printing and warehousing services.

Lisa Peterson, manager of Administrative Services and Security at Service Credit Union, is responsible for purchasing and points to the level of service Relyco provides as one of the greatest benefits of working with the company. “Most vendors direct their customers to large call centers staffed by representatives who don’t have first-hand knowledge about the caller, their business, or their requirements,” Peterson says. “Relyco is unique among the vendors operating today. With Relyco, we have a single, responsive representative who understands our business and our needs. She partners with us to find the most cost-effective, highest quality solution to meet any new or ongoing requirement. This level of service is very important to us and something you just can’t put a price on.”

Peterson also credits Relyco’s competitive pricing, quick turnaround and consistent follow-up as other key advantages of working with the company. “When you combine a high level of service with competitive pricing, the result is hard to beat,” Peterson notes.

In addition to products, Service Credit Union also turns to Relyco for commercial printing of credit union forms and marketing materials and warehousing services. “Our facilities are small,” Peterson explains, “so Relyco warehouses some of our stock for us. This is tremendously helpful. We can realize the cost savings of buying larger quantities and then not have to worry about where we will store them. Relyco ships as needed to any credit union location whether in the United States or at one of our military base locations overseas.”

For More Information

Relyco is a global provider of value-added printed materials, business equipment and check printing software. As a leading provider of laser and digital applications, Relyco is an innovator in fraud prevention strategies and new forms technologies.

To learn more about Relyco products and services, call 1-800-777-7359, email info@relyco.com, or visit us on the web at www.relyco.com

