

## SchoolsFirst FCU Drove User Adoption with Stave

A functional and attractive service portal was requested and Stave's app available on ServiceNow® provided this financial institution with what they wanted and in record time.

### Key Highlights



#### Increased User Adoption

With a service portal they actually enjoy using, customers are driving adoption themselves.



#### Reduced Phone Incidents

30% fewer incidents are being opened via phone, reducing costs and satisfying users.



#### Fast Implementation

Delivered a fully-implemented and functional portal in less than a month.



## Customers and Value First and Foremost

SchoolsFirst FCU was founded in 1934 as Orange County Teachers Credit Union, when 126 school employees pooled \$1,200 and established a financial institution to help improve each other's lives. Today, with over 40 branch locations and hundreds of ATMs, SchoolsFirst FCU stands as a beacon of financial security for its members and their families.

This customer-centric heritage -- along with their understanding of value -- is why they chose Stave for their user portal needs on ServiceNow®.

#### Stave ServicePortalMax

Stave ServicePortal Max offers ServiceNow® customers an instant turn-key and mobile-ready self-service portal. Pre-designed templates offer multiple themes and design widgets to ensure your team gets the look they desire, in minutes not months.

With mobility as a critical component of ServicePortalMax, each portal utilizes responsive design elements to ensure optimum viewing on any screen size. Mobile phones, tablets, laptops, and monitors render perfectly.

### Business Apps to Simplify Work

We digitize departmental, back office, supporting, and compliance functions on the ServiceNow platform. Our certified and scoped software is developed for:

- Facilities, Fleet & Asset Management
- Procurement & Procure-to-Pay
- Ops, Admin & Safety
- Cybersecurity, Governance & Risk Management Framework
- UX & Platform Tools

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