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Cumberland Praises eDOC's Service

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eDOC Innovations and Cumberland County Federal Credit Union have partnered in delivering a complete e-Document strategy for the credit union. The credit union's plan for implementation instituted a "Phased In" approach, implementing different modules of the system incrementally to enhance adoption and training learning curves. After the completion of the recent Phase Two portion, Cumberland County FCU team members had efficacious client feedback to offer eDOC Innovations and its Level Two Service Team, particularly Donvier Laffitte, eDOC's field representative during implementation.

"Just wanted to let you know we were very pleased with the training and setup Don did this week ...Thank you for listening and delivering. Like any new piece of technology we have some bugs to work out, but it is much easier to work out bugs when you feel positive about the training and implementation of a new technology," said Scott Harriman, President and CEO at Cumberland County Federal Credit Union. "We know that a successful implementation requires tremendous effort and commitment from both the credit union and our team members. Although we don't claim perfection, providing the highest level of service for our owners and peers are number one priorities at eDOC," comments Bret Weekes, President and CEO of eDOC Innovations. Cumberland County FCU will complete its implementation of the eDOC system later this year.

About eDOC Innovations, Inc.

Since 1992, eDOC Innovations, Inc. has delivered a comprehensive suite of e-Document strategy solutions, including eSignature automation, workflow and capture, advanced document imaging, check21 and remote deposit check processing and a complete eCommerce consumer document portal for credit unions and other organizations across the country. The company's offerings supports 74 different data processing and LOS systems spanning integration, extensive networking solutions and disaster recovery solutions. With industry acclaimed DocLogic™ and idocVAULT™, eDOC Innovations is a national leader in providing paperless solutions to more than 400 credit unions. For more information about "Technology that pays for itself... again and again"™, please visit eDOC Innovations' corporate website at: www.edoclogic.com.

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