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## **CU\*Answers Updating Digital Intelligence**

### **Grand Rapids, MI – June 25<sup>th</sup>, 2010**

The Grand Rapids Data Processing CUSO, CU\*Answers, announced to credit union clients that in 2011 a revamped disaster recovery plan “unlike any a credit union board member has seen before” will be implemented.

This announcement came during the CUSO’s Annual Leadership Event during which CEO Randy Karnes unveiled plans for continued investment not only in its data centers’ computer operations architecture, but to second shift operator support and migrating its Disaster Recovery and Business Continuity plan database to a new web-based, hosted service.

CU\*Answers also says that it plans to implement and activate a crisis management notification system for its Disaster Recovery teams like those already on the market place that use email, true SMS, and outbound voice systems to send notification to staff and important stakeholders in the event of a disaster.

### **About CU\*Answers**

CU\*Answers was founded 40 years ago and is a 100% Credit Union owned CUSO located in Grand Rapids, Michigan. CU\*Answers offers a wide variety of services for credit unions including its flagship CU\*BASE Processing System in both an Online (ASP) and In-house environment, Electronic Check Processing, and a wide variety of Self-Service products featured by **It’s Me 247** Online Banking, and newly offered Mobile Banking. CU\*Answers provides combined services to 165 credit unions nationally representing nearly 1.5 million members and \$10 billion in credit union assets. For more information about how “We Make Credit Unions Go” please visit CU\*Answers at [www.cuanswers.com](http://www.cuanswers.com).

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