



## Community Credit Union - Customer Story

Community Credit Union was formed in 2010 through the merger of Clonsilla Credit Union (est. 1982) and Premier Credit Union (est. 1962). This was the first merger in Ireland of two substantial Credit Unions and puts us at the forefront in this area of the development of the Irish Credit Union Movement.

A second merger took place in October 2015 when Community Credit Union merged with West Cabra Credit Union (est. 1967).

The vision of Community Credit Union is to be the preferred choice among members for their financial needs and services to be delivered in line with their values and the credit union ethos.

## Challenges

Community Credit Union looks after the needs of many members in their area. This can prove challenging while maintaining good governance and keeping in line with increasing regulation. Their challenges included:

- Reducing their carbon footprint when preparing board meeting packs that often needed to be changed and reprinted, using reams of paper and ink.
- A lack of version control when organising board packs for different committees in the organisation with documents distributed in folders from various locations.
- Ensuring that good governance is maintained throughout the organisation, and keeping in line with the Central Bank regulations has been an issue without the right tools in place.



## At a Glance

### VALUES

Community Credit Union operates in accordance with the following values: Integrity and Respect, Trust, Quality Service, Co-operation, Transparency. Their mission is to provide a range of quality services to members and to contribute and value the community within which they operate.

### SECTOR

Credit Union

### LOCATION

Ireland

### SIZE

Over 40,000 members

### DECISION TIME USERS

26 Meeting Licences

# Something Had To Change

Using an outdated approach to meeting management was no longer an option for Community Credit Union. Endless reams of paper to create board meeting packs, time spent collating and distributing the material and a lack of communication throughout the process made it hard for the organisation to run their meetings effectively. Michael Branagan, Chief Executive Officer at Community Credit Union, shares why something had to change for the organisation as they evolved into better solutions for governance. "Decision Time is an example of a tool for acting smarter, not harder, and as part of our new approach to governance and digital strategy, we're trying to deploy that in our Credit Union."

## The Solution

After researching various solutions and speaking with the customer success team, Community Credit Union opted for Decision Time's governance solution as it would best fit their work structure. Decision Time offered a new angle to meeting management, giving board members and attendees more clarity during their committee meetings.

Michael shared his initial thoughts on the software. "I saw it and immediately felt that this is a great tool in terms of functionality and ease-of-use. We can organise and join meetings remotely or in the office, which has helped to reduce our carbon footprint. Getting rid of our wasteful paper-based meetings and no longer having to spend hours organising board packs has made it easier for our board members."

## Decision Time in a Nutshell

- Easy to use, highly intuitive software
- Greater engagement from meeting attendees
- Well informed attendees so more productive meetings
- More focus due to the smooth running of meetings
- Last minute changes are easy to incorporate
- Decreased admin tasks for the meeting organisers
- Exceptional training and support allowed for a seamless transition

## The Outcome

Now that Decision Time is used regularly, Michael and his team have seen the benefits the software has brought to the organisation. The meeting solution has helped streamline and manage their governance effectively and allowed them to move further toward their digital strategy.

"Decision time has come into its own because it's a tool for the age. It's a tool that facilitates and adapts, especially for the hybrid working model that is the norm now for credit unions and the new approach to governance. Most of our board meetings, even now, although we are in the office more often, are hosted online as over half of our board directors prefer to dial in via Microsoft Teams."

Michael also mentions how the tool has grown and evolved since its implementation in the organisation.

"I've been using it for the last year and a half, and it's grown in terms of its functionality. I can't get over just how simple and clean the system is and how well it worked for Community Credit Union. To conclude, it's like the lifeblood for us. This approach to board meetings is pivotal to our approach to governance."