



**inVO**

# Five County Case Study

4-Minute Read

## Five County Reaches The Unbanked Through Innovation

Motivated by relentless community care, Five County searched for a vendor to help continue expanding without adding extra burden to its staff.



### Results

Fully operational branches without on-hand staff

Multiple micro branches

Increased outreach



**29K+ Members**



**15 Branches**



**\$358 Million+ in Assets**

## About Five County

Founded as BIW Employees Federal Credit Union in 1956, Five County Credit Union originally served the employees of Bath Iron Works.

In 1993, BIW converted to a state charter and finally rebranded to Five County Credit Union in 2001. Five County strives to deliver “true convenience” through modern and traditional banking services.

## Improved In-Branch Experience

Five County challenged Invo to help deploy a strategy that improved the in-branch experience for members without adding a heavy burden to their staff.

Five County deployed an in-branch solution and launched kiosks at each branch, improving after hours member service and opening micro branches that increased accessibility for members.



**Video banking kiosk at Five County**

## Evolved Online Experience

With online banking becoming more prominent, Five County deployed online features that evolved existing offerings and were easy to use for members.

Familiar with the in-branch video technology, Five County's members discovered how quickly video calls connected, using the new online features before Five County began promoting it heavily.

## Rejuvenated Operational Experience

Five County needed a solution that would help get optimal efficiency out of existing staff and challenged Invo to help deploy a solution that continued providing industry-leading member service.

Through video banking technology, staff members at one location can assist other busier locations, provide after-hours support without staff at every branch, and even operate locations without any in-house staff.



# Five County Financial Case Study



**“We want to help our members, no matter where they are”**

**Daniel Leeman** AVP of Service Center

Five County has revitalized credit unions and prevented members from losing their financial institution with Invo's help.

## Schedule a Quick Product Demo Today!

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- ✓ Find out why features like Co-Browsing increase customer satisfaction

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