



Rave Financial Case Study

3-Minute Read

Rave Financial Boosts Member Experience with Digital-First Service

In order to provide a better member experience, Rave partnered with Invo to streamline processes with new technology.



Results

>50% wait time reduction

97% member satisfaction

3-to-1 agent-to-desk ratio



90K+ Members



20+ Branches



\$1 Billion+ in Assets

About Rave

Established in Beaumont, Texas on July 30, 1935, Rave Financial abides by the widely known credit union philosophy: "Not for Profit, Not for Charity, But for Service."

Recognizing the importance of technology in providing top-notch products to members and boosting employee productivity, Rave teamed up with Invo to streamline their processes and achieve their objectives.

Decreased Queue Times

Faced with limited staffing and a growing demand for efficient service, Rave aimed to minimize wait times in their branches for the benefit of their members.

Invo equipped Rave with in-branch video banking kiosks and web-based video banking to decrease wait times and provide a more seamless experience for members. As a result, Rave's average lobby wait times sit at under 2 minutes.

Improved Branch Efficiency

At Rave, the goal was not just to improve the member experience, but also to make the branches self-sufficient.

After deploying Invo's product suite to service members digitally, Rave enabled their staff to serve members at any branch through video banking. This, combined with robust reporting and video replay capabilities, has improved employee training and enhanced the member experience overall.



**Video banking kiosk at Rave Financial
(Formerly known as Mobiloil Credit Union)**

An Effortless Process

Rave desired a solution beyond just a simple video call. They wanted to empower their agents and members to conduct transactions quickly and easily.

Since Invo's document capture tools have gone live at Rave, members have been able to submit and sign essential documents through video banking kiosks or web-based video calls using document capture and electronic signature technology.



“We stand out because of Invo.”

Kella Morales Rave Smart Solutions Representative

Rave has implemented multiple video banking options including in-branch kiosks, web-based modules, and a mobile app for convenient access to a member services agent.

Schedule a **Quick** Product Demo Today!

- ✓ Learn how to overcome hiring & staffing struggles with digital tools.
- ✓ Discover solutions that deliver seamless on-screen experiences that are proven to cut wait times in half.
- ✓ Find out why features like Co-Browsing increase customer satisfaction

Speak with our Solutions Consultant today to see firsthand how Invo can positively impact your financial institution!

Smart Routing & Service Queuing

Document Capture Technology

Secure File Upload Management

Electronic Signature Capture

Dynamic Co-Browsing Technology

Interested? Give us a call at (855) 468-6843 or visit invosolutions.com/request-demo

