

## League Data + NBTA Credit Union: A Case Study

# THEY HELD OUR HAND

### A team approach to technology

#### **“YOU KNOW, YOU CAN’T BE SHORT-SIGHTED,” SAYS MARGERY NICHOL, GENERAL MANAGER, NBTA CREDIT UNION.**

“You can’t say, ‘Well, nothing’s really different today than it was yesterday.’ What’s it going to be like in two, five, ten, 15 years down the road?”

In September 2024, NBTA CU completed their core banking conversion to Mambu, with their partner League Data.

“It was also our website and our online banking, our reporting system, our accounting system, all of that changed along with core banking,” says Nichol. “And I don’t think we really had a grasp on how huge this was.”

“But it turned out very well,” says Patria White, Assistant Manager, NBTA Credit Union. “I worried for nothing!”

Today, credit unions across the country are faced with the constant pressure to change, to update, to stay ahead and stay innovative.

**“You can pull data from the system in seconds and get what you’re looking for. Before, well, you’d have to go into another system and build some kind of report. It was archaic. It would come out in typewriter print! And so now it’s just there at your fingertips. This is just making life, literally, easier.”**

— Patria White, Assistant Manager  
NBTA Credit Union

Members and regulators require more and more, but that can strain teams and resources.

**Which means innovation is a team effort.**

“So what I would say is, make sure you have a trusted partner,” says Nichol. “And League Data is a trusted partner.”

Before making the conversion, the NBTA CU team thoroughly prepared their staff for the change. “I find with our team,” says White, “the more communication to get them prepared for what’s coming, they thrive.”

**LEAGUE DATA RESOURCES**

- Sandbox for hands-on learning
- Communication for staff
- 1:1 support for leaders

And League Data was there to support them, every step of the way. “Like they really did hold our hand through the whole process,” says Nichol.

“There were multiple check-ins every month.”

**League Data’s core banking sandbox allowed NBTA CU’s team to get familiar with the system before making the switch, which meant they were prepared and confident for the conversion.**

“If we didn’t have that and didn’t get to see what the system was going to look like or what the functions were of it, it might have been a little bit more hectic,” says White. “But we encouraged usage of that from the day we got it.”

The sandbox is just one of the innovative features the Mambu platform provides. The cloud-native banking core offers plug-and-play components and upgrades, meaning credit unions don’t have to struggle to stay up-to-date, or even ahead of the industry.

But that level of change can be intimidating. “It was enormous,” says Nichol. “What we do stays the same, but how we do everything is different.”

That much change requires leadership to make it smooth for staff and members.

**“We wanted to make it fun,” says Nichol. “We met every morning with all the staff just to check in, to tell them that they’re wonderful.”**

**NBTA CU was able to focus on their staff and members while League Data focused on the technology.**

“They literally held our hand from the first communication that went out to staff and members right till now,” says Nichol.

Of course, all change requires effort, and there are always challenges along the way. “It’s challenging because you’re so focused on getting this done, getting it done right,” says Nichol. “The week after the conversion was extremely busy.”

While NBTA CU communicated thoroughly to their members, there are always some that miss the updates. “So most of our time was spent helping members get on their online banking,” says Nichol.

“But people were great,” says Nichol. “Like, really, if we had taken away those calls, it would have been pretty much a normal week.”

**“Front counter, member facing, no issues,” says Nichol, proudly.**

On the other side of the conversion, the NBTA CU team is helping other credit unions make their own conversions. “As managers, it’s nice for us to talk to the other managers,” says Nichol.

**And League Data’s partner credit unions get to benefit from each other’s experience and expertise.**



“So, of course,” says Nichol, “when we converted, we wanted to repay the system for that opportunity. And we’re still available for anybody who wants to call.”

**The advice NBTA CU's leaders offer is clear and simple:**

“I wouldn't have wanted to go through this with anybody else because they know us so well,” says Nichol.

“They understand credit unions and how important our members are.”