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For more information contact:
Jared Christiansen, Director of Sales & Marketing
800-425-7766 or
jchristiansen@edoclogic.com



eDoc Services Exceed Expectations

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eDOC Innovations, a leading e-Document strategy development CUSO recently received accolades from Eaton County Educational Credit Union, located Charlotte, MI, as part of their migration the OSI TIGER2 to TCCUS-SME data processing platform. The eDoc Innovations team was there to help with their conversion and according to the credit union, the assistance proved was invaluable.

Ken Huber shares his experience:

"I would be pleased to be a reference for eDOC Innovations. The credit union uses the 2020Cold Reports and 2020Cold Statements. The conversion from TIGIR2 to TCCUS-SME was not very smooth but eDOC was very helpful in setting up the eDOC systems to handle the new reports and the process for downloading them automatically each day.

We had an issue with statements from the time of conversion. SME produces statements using XML format. Our statement producer did a nice job in the production of a great looking statement. However, the credit union had no way to view the statement. eDOC was able to generate an updated version of the statement that looked like the one produced by our mailer. The credit union is now able to view the statement in the same format as that received by the member. I'm much appreciative of the work eDOC did to get us to this position. Thank you."

"Our goal, as a CUSO, is to provide a service experience that our peers can talk about with enthusiasm. Our team members are dedicated to our peers and their success," comments Mark Fierro, Manager of eDOC's implementation team.

About eDOC Innovations, Inc.

Since 1992, eDOC Innovations, Inc. has delivered complete optical archiving and electronic document management solutions to credit unions, banks, mortgage and title companies, educational institutions, governmental entities, accounting firms, and other organizations across the country and internationally. The company's offerings span integration, extensive networking solutions, and disaster recovery solutions. With industry acclaimed DocLogic™ and idocVAULT™, eDOC Innovations is a national leader in providing paperless solutions to more than 400 credit unions. For more information about "*Technology that pays for itself... again and again*"™, please visit eDOC Innovations' corporate website at www.edoclogic.com.

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