

Innovation in Vegas: A Quarterly Update

August 2024
Edition



What is the Innovation Center All About?

The National Center for Collaboration & Innovation or Innovation Center is a forward-looking venture between CU*Answers and its customer-owners. It's designed to inspire the use of cooperative business design and investment. It's made to order for innovating on the status quo. Our goal is to help ensure the financial services industry survives and thrives. Backed by the customer-owners of CU*Answers, a 50-year-old cooperative, the Innovation Center is a hub where industry professionals can leverage a cooperative-owned facility in Las Vegas as an extension of their internal resources.

The Innovation Center is an embodiment of what CU*Answers and our cuasterisk.com partners have been building toward for several decades. We believe that the customer-owner model can be the most powerful way for financial institutions, and the communities they serve, to engage in a win-win manner. With our investment, we are expanding the opportunity for national participation, challenging the paradigms of what a core data processing network can mean for every financial institution and driving the power of customer-owned innovation.

The National Center for Collaboration & Innovation or Innovation Center is a

The Innovation Center has a handful of employees from various departments

including the Client Services, Network Services, Sales, and Programming teams. Some relocated from the main office in Grand Rapids, MI, but most have been hired locally. Expanding the talent pool is a great benefit to the network, and having staff from a variety of teams helps everyone gain a better understanding of the network agenda and overall cooperative spirit. The client-facing team members help extend operating hours by working shifts in Pacific time. This has tremendous value for Eastern-time clients who need after-hours support and Hawaiian-time clients who need daytime support (and every time zone in between!). Team members maintain their traditional roles as if they were at the main office, but they are also keen to assist with event coordination efforts as needed.

Get to Know the Innovation Center Team



Nick Gowey

Regional Sales Representative



Kasey Olchowski

Manager of Client Services & Education



Interested in utilizing the Innovation Center for your next meeting or event?
Visit us online at wecanbeyourwildcard.com/reservations/ or call us at 800-327-3478

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Event Coordination

CU*Answers officially opened the Innovation Center in Las Vegas, NV in December 2020. At the National Center for Collaboration, we have several options for facility use depending on your needs, goals, and group size. Whether you need a training room for a large gathering or a board room for a smaller meeting of up to a dozen participants, we have you covered. All room rentals have optional technology add-ons, support, and catering selections if you need it.

We have a Training Room that comfortably fits up to 23 people, where tables can be set up in a classroom style or round table. There's also a Board Room that comfortably fits 10 and a lobby with amenities including coffee, tea, water, soda, and snacks. There are dry erase boards and video conferencing capabilities, plus all meeting environments are well-sanitized.



Events Held at the Innovation Center since 2020

The Innovation Center has hosted a variety of events such as board meetings, sales meetings, compliance events, board planning sessions, and workshops. Less formally, many visitors drop in to say hello if they happen to be in Las Vegas. Ultimately, the Innovation Center is a collaborative space for all network partners to utilize. All are encouraged to use the space as needed to help meet their business objectives.



Lobby



Board Room



Training Room

The Innovation Center, located in Las Vegas, Nevada, was opened to provide the core data processor with a base of operations in the western United States. What better place than Las Vegas to innovate on the status quo? Whether it's hosting an event or simply using us as a home base for a day, the Innovation Center is a cooperative-owned resource for you to leverage.

For reservation options, pricing, and a video tour, [visit the Innovation Center website](#).

Come Visit Us Soon!

