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## **R.C. Olmstead and Vysym Corporation announce their Integration Partnership for Audio Response Service**

***Partnership provides credit unions with a choice of an IVR in-house or hosted services solution***

**Dublin, OH & Irvine, CA.** – R.C. Olmstead and Vysym Corporation announced today their agreement to integrate the RCO core data processing system with the *TALIS™* Voice Gateway audio response system. RCO credit unions will now have a wider purchasing choice: either they can select an in-house system for their voice recognition/touchtone telephone banking needs or use Vysym's hosted services ASP-modeled solution—the only one of its kind on the market.

For years, R.C. Olmstead had been providing audio response services through another vendor's product options or via their own single-line standard unit. According to Tom Leib, Third Party Manager, in explaining why a decision was made to add Vysym to their IVR vendor list, he replied: "In our research, we found Vysym to be knowledgeable about the voice response industry, with great credentials for providing outstanding customer service."

He added, "Currently, Vysym offers a hosted and an in-house service with a wide range of options from which to choose. There are many advantages to both the hosted and in-house audio response units. Vysym's hosted unit gives credit unions the power of a T1 line, allowing for myriad members calling at one time without ever receiving a busy signal. In addition, the credit union is not obligated to purchase and maintain hardware. In-house units give credit unions the freedom of owning the unit and expanding to other telephone financial products more easily." Besides telephone banking, Vysym also provides voice lending, N.A.D.A. used vehicle pricing and information, voice marketing, surveys and other telephone marketing capabilities, plus the *TALIS™* Voice Gateway system supports Spanish.

Phyllis Meissel, president of Vysym, looks forward to this new relationship. "We are pleased to add R.C. Olmstead to our group of alliances. The company has a fine record of providing an excellent product and a high degree of customer attention."

R.C. Olmstead, based in Dublin, Ohio, provides a premier data processing system that is both comprehensive and flexibly in design focused on increasing membership for their customers. The company was founded in 1978 when Bob Olmstead was contracted by Glassco Federal Credit Union to develop a proprietary data processing system to serve their large base of members. Today, RCO clients range in size from small credit unions situated in a corner of a factory to large associations with multiple branches. They vary in asset size from \$1 million to more than \$200 million, serving teachers, police officers, fire fighters, steel and postal workers, auto manufacturers and entire communities. Visit the company's web site at [www.rcolmstead.com](http://www.rcolmstead.com) for more information.

Vysym Corporation, based in Irvine, California, provides advanced voice, communication, and integrated transaction processing solutions for the financial services industry. The Company pioneered the industry's first automated telephone lending process in 1989, and subsequently introduced the industry's first touchtone and voice-automated car book valuation program, and same-call automated loan approval services. Today, Vysym serves small and large financial services companies throughout the United States, and works with other leading industry vendors to deliver high quality, technology-based business solutions targeted to customers' strategic objectives. Visit the company's web site at [www.vysym.com](http://www.vysym.com) for more information.