

Streamlining Executive Team and Board Alignment While Strengthening Security: Frontwave Credit Union's Success with SmartVault

Since 1952, Frontwave Credit Union's commitment to their Members' financial success and future hasn't changed. Their membership spans nearly 125,000 people worldwide, many of whom are military personnel who choose Frontwave because it's not just a place to bank – Frontwave is a community that helps make goals possible, one that encourages its members to dream big.

Frontwave's Board and Executive Team must stay aligned to deliver on this commitment. That's where the Executive Administrator (EA) comes in. The Executive Administrator facilitates clear communication between the Executive Team and Board of Directors, ensuring alignment on the credit union's strategic vision and ability to meet Member needs.

Facilitating Secure Online Collaboration Across Teams

To make sharing and collaborating on documents easy and secure, the EA uses SmartVault, a cloud-based document management system. "Since I joined Frontwave three years ago, SmartVault has become engrained into my work managing board materials," the EA explains. "I really enjoy using the system because it's user-friendly, and it's easy to navigate and find the documents we need."

SmartVault provides a centralized, secure location that empowers the EA to easily share and maintain confidential documents. "Sharing files via email poses a significant risk," the EA says. "I appreciate how SmartVault enables us to be more secure by giving us one place to upload documents."

"I can easily add/delete folders and vaults – for example, when a new Committee is formed – and view restrictions are required to only the documents and folders needed, as well as quickly remove access when things change. I can do all that myself without requesting help from IT."

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Executive Administrator (EA)

SmartVault's granular permissions, encryption, and other bank-level security measures help protect sensitive information, giving Frontwave and its Members peace of mind that their data is protected from breaches and data loss.

Delivering on Their Commitment with Help from SmartVault

SmartVault's secure document management system makes it easy to share documents and facilitate clear communication and alignment between Frontwave's Executive Team and Board. This alignment allows the credit union to provide exceptional service and deliver on its commitment to its Members' success.

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