CUSTOMER CASE STUDY

How Catalyst Corporate Federal Credit Union Cut Regulatory Filing Time by 75% with Saris

CASE STUDY DETAILS

CUSTOMER	Catalyst Corporate Federal Credit Union
INDUSTRY	Corporate credit union services
WORKFLOW	Earns Notification Process
RESULT	~75% reduction in processing time, with accuracy preserved

Results at a glance

Human oversight maintained on every meaningful decision

75% Reduction in processing time across the regulatory filing workflows running on Saris

45 minutes A representative workflow that historically took 9 hours now closes in 45 minutes

99.8% field-level accuracy

94.2% workflow-level accuracy

About Catalyst Corporate Federal Credit Union

Catalyst Corporate Federal Credit Union provides correspondent services to 850 credit unions across the United States, including payments processing, liquidity, investments, and operational infrastructure. Corporate credit unions operate in a highly regulated environment where accuracy, consistency, and timeliness are critical. Small inefficiencies in compliance and reporting workflows can create significant operational burdens across the organization, taking valuable time away from member service and strategic initiatives.

Diana Hennel, CTO and SVP at Catalyst, leads the technology strategy that underpins those services, including the institution's evaluation and deployment of operational AI.

More volume. Higher quality. More time for members.

No new headcount. No rip-and-replace.

Before Saris

Regulatory filing preparation at Catalyst moves through several stages in sequence: gathering information from multiple systems, validating supporting data, reviewing documentation, investigating exceptions, and preparing submissions for internal review and filing. While each step is governed by established controls and procedures, each also requires significant manual effort and coordination across teams.

The team was experienced, and the quality of the filings was already high. However, the process was workload-bound. Every reporting cycle required staff to spend hours collecting information, reconciling data, documenting exceptions, and ensuring filings meet regulatory expectations. As reporting requirements evolved, the administrative burden consumed an increasing share of the team's time, limiting opportunities to focus on risk analysis, process improvement, and other higher-value work.

When Catalyst began evaluating agentic AI for the workflow, the team was clear about two requirements: the AI system would need to work across multiple sources of information and complex regulatory documentation, and accuracy would need to meet the standards expected in a highly regulated financial institution. Human oversight and accountability could not be compromised.

> Before Saris, we manually keyed everything. It would take about three hours, more on heavy nights. My shift was changed so I worked until 9:30 p.m. just to get the extra time to make sure everything was done in Earns. It was tedious. You couldn't mess up — one wrong letter would cause an error and the file would get rejected.

— IP Specialist II, Item Processing, Catalyst Corporate Federal Credit Union

What changed

Catalyst deployed Saris inside the existing regulatory filing workflow rather than around it. Saris agents were trained on Catalyst's specific policies, reporting requirements, filing procedures, and exception management rules. Integration worked through the systems the team already used, eliminating the need for a major technology overhaul. Human oversight was built in from the start: every agent action is logged, exceptions surface to the processing team for review, and final decisions stay with Catalyst's team.

The bigger question going in was not whether the technology would work. It was whether a compliance-focused process that had historically relied on manual review and institutional knowledge could be enhanced with AI while maintaining the accuracy, control, and confidence required in a highly regulated environment. As the Operations Manager, Item Processing, shared:

“I had a huge concern with how the team was going to interact with the technology. Most of these people have been processing regulatory filings for over twenty years. When I saw Saris, I thought, 'This is extremely user friendly.' It didn't take much training. It was very easy to use and implement pretty quickly.”

Training the team on the platform turned out to be straight-forward. New team members were brought up to speed in a single shift, and the simplicity of the workflow itself, rather than any heavy onboarding investment, did most of the work.

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The product itself and the workflow are very easy to explain. I think it would have been a nightmare if the first thing I had to train was something much more complicated. Within a week of using it, I'd become very familiar with it.

— IP Specialist II, Item Processing, Catalyst Corporate Federal Credit Union

The outcomes

75%	45 minutes	99.8%	94.2%
Reduction in processing time across the regulatory filing workflows running on Saris	A representative workflow that historically took 9 hours now closes in 45 minutes	field-level accuracy	workflow-level accuracy

After Saris went live in the workflow, the team measured the impact. Total processing time dropped by approximately 75% across the workflows running on the platform. One representative workflow that had historically taken nine hours of manual effort now closes in 45 minutes, a reduction of roughly 92%.

"The larger organizations used to take an hour and a half to two hours each. Last night, we were done with all six entities for both denomination amounts, twelve different processes total, in 25 to 30 minutes. We went from nine hours of work down to 45 minutes."

— Operations Manager, Item Processing, Catalyst Corporate Federal Credit Union

Accuracy held up. Saris agents consistently apply Catalyst's reporting rules, policies, and exception criteria while surfacing anything requiring additional review. Exceptions are routed to the appropriate team members with supporting context attached, ensuring that filings receive the level of human oversight expected in a regulated environment. Final review and submission decisions remain with Catalyst personnel.

The reduction in manual effort means that regulatory reporting cycles are no longer constrained by administrative preparation work. Activities that previously required substantial staff attention can now be completed with significantly less effort, allowing the team to redirect time toward compliance analysis, risk management, audit support, and other strategic priorities.

"The team is now able to consistently complete the work during their shift. The team does not have key items, we have fewer errors and more time. They like it because they don't have to actually key anymore. We can finish and get out on time."

— IP Specialist II, Item Processing, Catalyst Corporate Federal Credit Union

What Catalyst's leadership team has shared

The deployment has also been notable for the working relationship between the two teams. Catalyst's leadership has flagged the responsiveness and engagement of the Saris team as a meaningful differentiator relative to other vendors they have worked with. As the Operations Manager shared:

"We had an issue one day, and I emailed our dedicated Saris product manager. We were on a call for an hour and a half and got everything resolved. I just don't get that level of service from people generally these days. I was in the mortgage business as a VP for a long time and worked with a lot of vendors, and I didn't get that level of service there."

> The productivity gains are great, but what excited me most is the morale increase the team is seeing from not having to do this manual process. It's huge.
>
> — Diana Hennel, CTO and SVP, Catalyst Corporate Federal Credit Union

Looking ahead

The regulatory filing engagement is one example of how Catalyst is applying agentic AI to complex, high-control workflows. As compliance obligations grow and operational demands increase, the organization is able to handle more work without adding the same level of manual effort.

That allows teams to spend less time on repetitive administrative tasks and more time on the analysis, oversight, and decision-making that create value for members and regulators alike.

> "I'm really impressed with the productivity gains we're seeing. We're super excited about this and the next project as well. We're really glad we did this, and we're just getting started."
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> *— Diana Hennel, CTO and SVP, Catalyst Corporate Federal Credit Union*

About Saris

Saris is an agentic AI workflow platform for credit unions and banks. The platform's AI agents are trained on each institution's specific systems and processes, integrate with the core banking and lending platforms institutions already use, and operate under human oversight.

For more information: saris.ai