FMSI Heads to Las Vegas to Talk Branch Staffing and Member Experience at ACU Ops & Tech

Company will meet with credit union operations and technology leaders September 21–24, as sessions focus on AI adoption and modernizing the member relationship



FMSI Talking Branch Staffing and Member Experience at ACU Ops & Tech

AMERICAN FORK, UT, UNITED STATES, September 17, 2026 /EINPresswire.com/ -- FMSI, a provider of branch operations and workforce analytics software for credit unions, will attend America's Credit Unions' Operations & Technology Councils' Conference 2026, taking place September 21–24 at Caesars Palace in Las Vegas. FMSI will be at Booth 614 throughout the conference.

The event brings together credit union operations, technology, and member experience professionals for sessions on AI adoption, workforce planning, and modernizing member relationships – areas that FMSI works on daily with credit unions through its RelationshipOS platform, which unifies branch operations, appointment scheduling, staffing, and analytics.

"A lot of the sessions this year are asking how you modernize the branch without losing the relationship that made it work," said Jacob Reeves, General Manager of FMSI. "That's really the whole reason we built RelationshipOS – staffing, scheduling, and no-shows aren't separate problems from the member relationship but the mechanics of it. We're looking forward to swapping notes with people wrestling with the same thing."

Conference attendees can visit FMSI at Booth 614 to see RelationshipOS in action and talk through branch staffing, scheduling, and operations challenges.

About FMSI

FMSI helps banks and credit unions drive revenue through their branches. For more than 20 years, the company has provided branch performance and workforce management software that gives financial institutions better visibility into how their branches actually operate — from appointment scheduling and lobby management to staff scheduling and analytics. FMSI

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> *Jacob Reeves, General Manager, FMSI*

relaunched in late 2025 and currently serves more than 140 financial institutions across the United States. For more information, visit www.fmsi.com.

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