CASE STUDY

sound RESOURCES GROUP

AI-Enabled Account Reconciliation and Variance Reporting

How United Heritage Credit Union Is Transforming Month-End Close with AI

For accounting teams at financial institutions, the month-end close is one of the most resource-intensive recurring processes in the organization. United Heritage Credit Union (UHCU), a $1.65B credit union headquartered in Austin, Texas, recognized an opportunity to fundamentally modernize this process, not just by adding technology, but by introducing AI into the accounting workflow itself.

Sound Resources Group is partnering with UHCU to leverage its existing data warehouse infrastructure to support AI-enabled accounting functions through a third-party integration with FloQast, developed by CFGI. The result is a faster, smarter, and more auditable month-end close process.

AI-Powered Accounting for a $1.65B Credit Union

CLIENT
United Heritage Credit Union

PARTNER
Sound Resources Group

THIRD-PARTY PRODUCT
FloQast (by CFGI)

INDUSTRY
Financial Services / Credit Union

LOCATION
Austin, Texas

ASSETS
$1.65B

MEMBERS SERVED
82,000+

BRANCHES
10 across Central Texas

The Challenge: Manual Accounting at Month-End

Month-end close is a persistent challenge for accounting teams across the financial services industry. At most institutions, the process demands significant time and attention from senior accounting staff:

- Manually matching transactions across systems
- Researching discrepancies and validating balances
- Preparing variance explanations for leadership review
- Managing a backlog of unreconciled items that accumulates throughout the month

The stakes are high, and errors in month-end reporting can have downstream impacts on financial statements, audits, and board reporting. Yet the work is largely repetitive, making it both error-prone and an inefficient use of senior talent.

Beyond the close process itself, finance teams often discover material variances late, relying on static thresholds and periodic reviews rather than continuous monitoring. This reactive posture limits the team’s ability to catch issues early and intervene before they affect financial outcomes.

The Solution: AI-Powered Reconciliation via the Data Warehouse

SRG's approach centers on UHCU's existing data warehouse, updated intraday to ensure accounting workflows have access to current data throughout the month, not just at close. This foundation enables FloQast to deliver AI-powered functionality across three core areas:

FAST MONTH-END CLOSING

FloQast automates the most time-consuming elements of the close process:

- Automatic transaction matching across systems
- Anomaly identification and suggested reconciliations
- AI-drafted variance narratives ready for review and approval

The result is a meaningfully shorter close cycle, a reduced backlog of unreconciled items, and the ability to close the books earlier, giving leadership more timely financial visibility.

AUTOMATED VARIANCE DETECTION

Rather than waiting for finance teams to identify variances through manual review, FloQast continuously monitors financial data for unusual patterns. The system can detect:

- Unexpected expense spikes or revenue fluctuations
- Duplicate accruals and missing entries
- Seasonal anomalies and branch or department outliers
- Hidden trends identified through comparison against historical patterns

High-risk variances are prioritized automatically, enabling the accounting team to focus investigation time where it matters most.

REDUCED MANUAL WORK FOR SENIOR ACCOUNTING STAFF

Highly repetitive tasks that currently consume senior accounting talent, manual ticking and tying, spreadsheet work, exception categorization, and documentation gathering are handled by the system. This frees the team to focus on:

- Financial analysis and forecasting
- Strategic business partnership across the organization
- Higher-value exception review and decision-making

The Impact: A Smarter, More Scalable Accounting Function

By combining UHCU's real-time data warehouse with AI-enabled accounting tools, the partnership is expected to deliver measurable improvements across the close process and beyond:

FASTER CLOSE CYCLE

- Reduced the month-end close time through automation
- Earlier book closing enables more timely financial reporting
- Fewer manual journal adjustments required

IMPROVED ACCURACY

- AI matching reduces human error in reconciliation
- Continuous monitoring catches issues before they compound
- Consistent logic applied across all transactions

SMARTER EXCEPTION MANAGEMENT

- High-risk variances surfaced automatically
- Better audit readiness through structured documentation
- Prioritization of team effort on genuine exceptions

SCALABILITY WITHOUT HEADCOUNT

- Growing transaction volume handled without linear staffing increases
- Improved data quality benefits teams across the organization
- Operational capacity expands as AI handles more routine work

Additional capabilities being enabled through this integration

- Enhanced narrative reporting: AI drafts monthly commentary, executive summaries, and board-ready reports
- Continuous monitoring across the month, not just at close
- Improved data quality cascading across systems and departments

Looking Ahead This partnership represents a foundational shift in how UHCU approaches its accounting function, moving from a reactive, labor-intensive process to a proactive, AI-assisted workflow that scales with the organization. As the integration matures, UHCU will gain deeper insight into financial trends, stronger audit readiness, and a more empowered accounting team focused on strategy rather than manual reconciliation.

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