

COCC Sets the Benchmark for Core Providers Nationwide in 2024 ABA Core Platforms Survey

SOUTHINGTON, Conn. (February 20, 2025) – COCC has set the benchmark for core banking excellence, earning high marks across the board in the [2024 ABA Core Platforms Survey](#). The latest results highlight COCC’s leadership in both customer satisfaction and operational effectiveness, reinforcing its reputation as a trusted partner for community banks and credit unions.

The survey, conducted by the American Bankers Association (ABA), gathered responses from 780 banking professionals across 679 unique financial institutions across the United States, providing one of the most comprehensive assessments of core provider performance to date. Results shared were based on cores with the highest customer participation in the survey. Among the core providers included, COCC achieved the highest satisfaction score of 4.03 out of 5, significantly outperforming the overall survey average of 3.19. Beyond satisfaction, COCC set the standard for operational effectiveness, earning the highest rating among its peers.

"Community banks and credit unions need more than just a core provider—they need a true partner invested in their success," said Richard A. Leone, Chairman, Chief Executive Officer, and President of COCC "Our clients have always been the heart of our story and the ones who drive our mission. These results validate our commitment to delivering premier technology, outstanding support, and the flexibility that financial institutions need to compete and grow."

Key Highlights from the 2024 Survey:

**This report provided scores of the cores with the highest customer participation in the survey.*

- **Comprehensive Industry Insights:** The survey drew responses from 780 banking professionals across 679 institutions, making it one of the largest and most insightful assessments of core provider performance.
- **High Customer Satisfaction:** COCC achieved the highest satisfaction rating among core providers, earning a 4.03 out of 5, significantly outperforming the survey average of 3.19.
- **Strong Client Retention:** COCC maintains one of the surveys highest retention rates, reinforcing its position as one of the most trusted core providers in the industry.
- **Operational Effectiveness:** With a score 26% higher than the overall survey average, COCC demonstrates its exceptional capability in providing technology for financial institutions.
- **Bridging the Effectiveness Gap:** COCC exhibited a strong alignment between banker-rated and provider-rated effectiveness, reflecting its deep understanding of client needs.

With a commitment to continuous innovation, adaptability, and client-focused solutions, COCC empowers financial institutions to navigate an evolving technology landscape. By delivering cutting-edge fintech and hands-on personalized service, COCC ensures banks and credit unions have the agility, security, and scalability to stay competitive—both today and in the future.

To view the entire report in full, please click [here](#).

About COCC

COCC, a recognized leader in delivering innovated comprehensive technology and partnerships, offers feature-rich, modern standards-based core and digital banking solutions, combining intuitive user experiences and APIs to streamline advanced fintech integrations. COCC clients leverage a complete suite of modern financial technology solutions. COCC has been client-owned for over 50 years, acting as a partner to clients with an unmatched focus on service to help community banks and credit unions meet their unique and ever-changing needs. To learn more, visit [cocc.com](https://www.cocc.com).