# MVB Bank gains operational benefits and efficiencies with an assist from Jack Henry™

jack henry™

## MVB Bank

**Address**
301 Virginia Ave.
Fairmont, WV 26554

**Phone**
844-682-2265

**Website**
mvbbanking.com

**Branches**
8 branches, 4 operations centers

**Founded**
1999

**Software Solutions**
SilverLake System®, Synergy Express™, ECS Web™ 4|Sight™, JHA Electronic Statements – Interactive™, *jha*Enterprise Workflow™

The year was 2020 and among the challenges West Virginia-based MVB Bank took on during that year of disruption was the acquisition of a failed financial institution. With a history of growth over more than 20 years, MVB Bank provides financial services to individuals and corporate clients in the Mid-Atlantic region as well as Fintech, Payment, and Gaming services to clients throughout the United States.

MVB is also a bank that thinks big, striving to embrace industry disruption and empower the communities they serve. To navigate the technology challenges they faced with their acquisition and conversion project in the summer of 2020, the bank turned to the Enterprise Conversion Solutions (ECS) team from Jack Henry.

"The institution's data we acquired was on a system that needed to be phased out," explains Jenifer Nadeem, Director of Enterprise Applications for MVB Bank. "Meanwhile, we had an FDIC requirement to keep all the data that was coming over to us regardless of the technology the acquired bank had been utilizing. And we'd need to hold on to that data for a minimum of 10 years."

Working with Jack Henry's data conversion team, the largest of its kind in the United States, financial institutions like MVB Bank can undergo seamless conversions of check images, statements, enterprise reports, document images, and all associated index data from platform to platform. And because Jack Henry converts and imports all legacy system data as well as merger and acquisition content into current platforms, institutions can maximize the usability of go-forward information, regardless of its format or origin.

With the help of the ECS team, MVB Bank was able to convert acquisition data successfully and then utilize the flexible, centralized technology of Synergy Express™ to access key data long term.

"Being able to retrieve the data we need relatively easily is important," notes Nadeem. "Having one true source of data going forward helps support our operational efficiencies."

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**Jenifer Nadeem**
Director of Enterprise Applications, MVB Bank

And when it comes to ROI, the bank can point to several successes – from being able to take past systems and effectively convert the data, to centralizing it in a complete data and content management solution (Synergy), and ultimately gaining one "single source of truth" to support operational efficiency.

"Having one centralized spot where everybody can do their research has absolutely created efficiencies," says Nadeem. "We were also able to decommission some of our previous systems and other systems that have come via acquisition."

She adds, "There are certainly cost savings from not having to support and maintain those systems."

And peace of mind as well. "One of the things we're constantly looking to do is to have fewer systems in-house," observes Nadeem. "There is a definite value in not having to worry about whether we have the latest security patches on this system over here or the other system we have over there. That can put your organization at additional risk. Plus, the infrastructure it takes to be able to support those various systems."

Nadeem also appreciates how having converted and consolidated their data into Synergy helps the bank from an audit perspective. "The beautiful thing is being able to give access to auditors," she says. "And to be honest, I know it helps them get through the audit a lot quicker."

By utilizing one primary system to provide a single source of their data, the bank has also seen improvements in their ability to serve accountholders.

"Not having to log in to multiple systems is a huge benefit," comments Nadeem. "It's made a difference in how our call center supports accountholders, the way our frontline supports accountholders, the way our lenders support accountholders, and the way our admin team supports our lenders – who in turn support borrowers. So, Synergy is a very beneficial tool."

She continues, "It's fantastic because when you pull the client's record up, you can easily find whatever you're looking for just by clicking on the toolbar to pull up the relevant data. I've worked at other institutions in the past on systems that were definitely not as efficient or effective. The (Synergy) framework is just really good."

Looking down the road, the bank is confident they will be able to navigate future acquisitions with confidence and efficiency.

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**Jenifer Nadeem**
Director of Enterprise Applications, MVB Bank

# reliably convert legacy and acquisition data

Improve your infrastructure and accountholder service with content management solutions and data conversion services.

For more information about Jack Henry, visit jackhenry.com.

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