innovative capabilities that help you connect possibilities

Jack Henry[™] Technology Guide for Credit Unions



jack henry*

introduction

Jack Henry is committed to growing, supporting, protecting, and innovating for credit unions.

That's why we're applying next-generation technology across our extensive range of best-of-breed capabilities. We provide cutting-edge products, solutions, and roadmaps, prioritizing innovation and forward-thinking to help you differentiate strategically and compete successfully.

Solutions denoted by * are available exclusively to clients running on the Symitar[®] core platform.

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digital banking

Digital Banking Platform

Retail & Small Business Banking

- Banno Digital Platform Innovative digital banking solutions for financial institutions.*
 - » Banno Mobile Enables your members to interact and transact in a robust, secure, elegant environment.*
 - » Banno Online Leverages a modern web browser to mirror the functionality delivered by Banno Mobile.*
 - Banno Advanced Analytics and Reporting Enables app usage to be easily and accurately understood with data that can be absorbed using a variety of analytics tools.
 - External Account Aggregation Empowers members with the ability to link external financial accounts into your digital banking experience.
 - » Autobooks Integration Integrated invoicing for individuals and small businesses.*
 - Array Integration Integration Offers free financial health and security tools to your members with premium features available for an additional cost.
- JHA Multifactor Authentication Identity authentication for online transactions.
- JHA Online Credentials Protection A new level of end-user security for your online and mobile solutions.
- OFX Gateway Interactive internet banking solution for PC-based financial management systems.
- Symantec Tokens Identity authentication token solutions for online transactions.

Commercial Banking

• JHA Small Business Cash Management – Offers business banking flexibility and online access to their accounts with ACH, wire transfer, reporting, and account management capabilities.

Real-Time Chat (Augmented and Non-Augmented)

- Banno Conversations The only digital banking platform that offers secure, personal chat at the member's convenience.*
- Live Chat Online, real-time chat and member service solution.
- Video Chat and Screen-sharing Video chat and screen sharing/co-browsing embedded into the Conversations tool.
- Spanish Support Give multilingual members the opportunity to interact with your credit union in Spanish.

Back Office Service & Support

 Banno People – Optimizes Banno Online and Banno Mobile back-office support with a comprehensive view of users.*

Marketing

• Banno Marketing – Targeted digital marketing.*

Electronic Statements

• JHA Electronic Statements – Interactive – Electronic generation and delivery of member communications.

Personal Financial Management

• JHA Online Financial Management – Enables diverse financial institutions to enhance the digital banking experience.

Open Banking Platform Integration

Digital Toolkit

• Banno Digital Toolkit – API access, single sign-on (SSO), plug-ins, and authentication framework.

Deposit Account Opening

Account Opening

- Symitar Enhanced Member Application Manage and complete new member applications.*
- JHA OpenAnywhere Digital account opening solution for consumer and business members.
- Opening Act Online deposit and loan account opening.

Web Solutions

Website Design & Hosting

- JHA Website Design and Hosting Comprehensive, specialized website design, content management, and hosting services for financial institutions.
 - » Banno Content A platform designed for Fls to manage content, that's easy, efficient, and reliable.
 - » Banno Monitor Targeted suite of security services to protect, guard, and respond to a potential website attack.
 - » Digital Quality Management Automated digital governance solution for financial institution websites.
- **Digital Marketing Services** Interactive solution that enhances your website's relevance.

payments

Faster Payments

Faster Payments Hub

- JHA PayCenter Payments hub providing ready-built, secure conduits to the instant payment networks and all network-specific data feeds.
- JHA PayCenter and FedNow[®] Service Real-time personal and business payments.
- JHA PayCenter and RTP Real-time personal and business payments.
- JHA PayCenter and Zelle[®] Instant personal and small business payments.
- Jack Henry Faster Payments Toolkit Turnkey payments toolkit to embed native faster payments mobile apps into digital platforms.
- Jack Henry Token Validation for Zelle[®] Provides token validation to help you stay in compliance.
- Jack Henry Fed Account Management for RTP Receive and RTP Send Automates drawdown of money from Fed accounts with The Clearing House.

Credit Card Transaction Processing & Programs

Credit Transaction Processing

- JHA Credit Processing Credit card transaction processing.
 - Full-Service Credit Card Processing Outsourced credit card processing and operations require limited involvement from the issuing credit unions with Jack Henry administering the card program.
 - » **In-House Processing** In-house or pass-through processing, including transaction processing, production services, and account servicing, is performed by the issuing credit union.
 - » Agent Credit Card Program Funding agent for consumer and commercial credit card programs.

Credit Program Advisory Services

• JHA Credit Card Portfolio Advisory Services – Customized consulting services and expert guidance on launching new or modernizing existing credit card programs.

Credit Card Issuance & Management

- Tokenization Enables credit cards to support digital wallets.
- **Digital Issuance** Securely transfer card information from mobile banking solutions to digital wallets.
- Card Production and Personalization Industry-leading card production solutions.

- Instant Issue Generate high-quality, personalized, ready-to-use cards in minutes.
- Card Activation and PIN Management Seamless card activation and PIN management.

Mobile Cardholder Controls

• MyCardRules – Self-service cardholder controls and management inside the digital channel.

Rewards

- Extra Awards Robust, flexible, meaningful cardholder rewards programs.
- Jack Henry Loyalty and Rewards Enterprise loyalty, rewards, and engagement platform.

Fraud Mitigation & Management

- JHA Card Fraud Center Complete card fraud detection and prevention services.
- JHA Hot Card Center Around-the-clock lost and stolen card reporting service.
- JHA Card Fraud Advisory Services Fraud mitigation consulting services.

Program Analytics

• JHA Card Analytics – Actionable insights that drive credit program improvements and cardholder engagement.

Card Adoption & Marketing Support

- JHA Card Adoption and Usage Advisory Services Customized consulting services that drive portfolio growth.
- Jack Henry Resource Center Free card adoption and usage campaigns and materials.

Full-Service Disputes & Chargeback Services

• Jack Henry Full-Service Disputes and Chargeback Services – End-to-end dispute and chargeback services that resolve credit transaction disputes on behalf of issuers.

Debit Card Transaction Processing & Programs

Debit Transaction Processing

JHA Debit Processing – Debit transaction processing.

ATM Services

• **ATM Services** – Support driving of industry-leading ATM makes and models.

Debit Card Issuance & Management

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Commercial Remote Deposit Capture

Mobile Remote Deposit Capture

• JHA SmartPay mRDC (Mobile Remote Deposit Complete) – Commercial mobile remote deposit capture solution.

- **Ensenta Business RDC Mobile** Commercial mobile remote deposit solution compatible with camera-enabled iOS and Android devices.
- Ensenta Business RDC Mobile with Multi-Check Commercial mobile remote deposit solution that enables multiple checks to be deposited in a single deposit.

Desktop Remote Deposit Capture

- JHA SmartPay Remote Deposit Complete (RDC) High-volume remote deposit capture with Jack Henry proofing and balancing services.
- JHA SmartPay Remote Deposit Now (RDN) High-volume remote deposit capture with business-managed proofing and balancing.
- Ensenta Business RDC Desktop High-volume remote deposit solution using market-leading desktop scanners.

Deposit Risk Mitigation

- Ensenta ATM Risk Management and Check Image Processing ATM/ITM/kiosk check processing solution offering risk mitigation, real-time posting, and integration with ImageCenter Item Processing.
- **Ensenta Deposit Risk Reviews** In-depth assessments of RDC policies, system settings, and evolving regulatory requirements.

Analytics

• SmartSight and SmartSight for Business – Interactive business intelligence solution supporting all payment channels.

Consumer Remote Deposit Capture

Mobile Remote Deposit Capture

- JHA SmartPay Remote Deposit Anywhere (RDA) Consumer mobile remote deposit capture solution.
- **Ensenta Consumer RDC Mobile** Consumer remote deposit capture solution compatible with cameraenabled iOS and Android devices.

Desktop Remote Deposit Capture

• Ensenta Consumer RDC – Desktop – High-volume remote deposit solution using market-leading desktop scanners.

Deposit Risk Mitigation

- JHA SmartMonitor Risk management solution for mobile deposits made using JHA SmartPay Remote Deposit Anywhere (RDA).
- **Ensenta Deposit Risk Reviews** In-depth assessments of RDC policies, system settings, and evolving regulatory requirements.

Analytics

• SmartSight and SmartSight for Business – Interactive business intelligence solution supporting all payment channels.

Bill Pay

Business Bill Pay

- iPay Business Bill Pay Feature-rich business digital bill pay solution.
- Autobooks Small business payments and accounting platform fully integrated with iPay Business Bill Pay.
- iPay Check Printing Services Outsourced, secure, cost-effective check printing.

Consumer Bill Pay

- **iPay Consumer Bill Pay** Fully integrated digital bill pay solution.
- **iPay QuickPay** Voice-driven consumer bill pay solution.

Payrailz Digital Payments Platform

- Payrailz Digital Payments Platform Next-generation, cloud-native, Al-enabled, digital payments platform.
- Pay A Bill Next-generation, Al-driven consumer and commercial bill pay.
- Pay A Person Open-loop, real-time, person-to-person (P2P) payments.
- **Transfer Money** Seamless internal and external account-to-account (A2A) transfers.
- Pay A Loan Digital consumer loan, mortgage, and credit card payments.
- Fraud Monitor Real-time, Al-based fraud mitigation for multiple payment types.

Web Payments

• JHA SmartPay Biller Express – Online payments and electronic bill/invoice presentment solutions for businesses, charitable organizations, and billers.

Integrated Receivables & Remittance

Receivables Processing & Management Remittance

- Jack Henry Integrated Receivables Straight-through payment processing solution for all payment types and remittance documents.
- **RemitPlus** Remittance and integrated lockbox payment processing.
- **RemitWeb** RemitPlus module for online image review and reporting.
- RemitPlus Express Hosted payment and remittance processing solution.
- **RemitCentral** Remittance solution that converts checks to ACH transactions.

Wires

Domestic & International Wires

• Jack Henry Wires – Cloud-based solution for domestic and international wires.

ACH Origination & Processing

ACH Origination & Transaction Processing

- **ACH Client** ACH origination solution for financial institutions and commercial members that originate ACH transactions.
- **ACH Manager** Secure, automated processing of incoming and outgoing ACH transactions.
- JHA SmartDetect Maintain compliance with Nacha rules that mandate ACH originators validate accounts for ACH WEB transactions.

Payments-as-a-Service (PaaS)

Payments-as-a-Service Strategy

• **Payments-as-a-Service Strategy** – Jack Henry's PaaS platform consolidates money-moving solutions, delivering them through a virtual payments hub that provides seamless access to a suite of open APIs, payment portals, and payment processing engines that support numerous payment channels and types.

operations

Training & Education

- Jack Henry University Initial and ongoing education.
 - » Know-It-All Credit Programs Continuing education credit programs.
 - » Know-It-All Now Annual continuing education subscription.

Core Platforms

Credit Union Core Platform

- Symitar Industry-leading, extremely powerful, highly customizable core system.
- Symitar EASE Hosted solution on the Jack Henry private cloud.*
- **Symitar PowerFrame Batch** Provides batch management capabilities in the Symitar platform for legacy programs and for brand-new PowerFrame Batch applications.*
- **Symitar PowerFrame Docs** Uses modern programming languages (HTML5 and JavaScript) and supports new features to simplify form processing and bidirectional member interactions.*
- Symitar Continuity Services and Symitar Continuity Services Plus Disaster preparedness and expedited disaster response and recovery testing.*
- JHA Database Management Services Support and optimization for Symitar product databases.*
- Symitar Vaulting Tapeless data backups to local or remote storage devices.*
- Refi Analyzer Rapid credit report analysis for loan refinance opportunities.*
- jhaAddress Verify Near-real-time member address verification.*
- Symitar Credit Card Module In-house credit card management.*
- Enhanced Member Verification Convenient, single user interface for quick overviews of member accounts.*
- Symitar Passcode Hosted solution that verifies members with a one-time use passcode sent via email or text.*
- Transaction Logging and Vaulting Server Encrypted transaction and vaulting storage that can be used for transaction logging, vaulting, or both.*
- OpCon Cross-platform workflow automation and job scheduling.*
- **RiTA** Complementary solution that makes cash dispensers and recyclers available to all your tellers and associates from anywhere in the branch.*
- Symitar PowerFrame Integrates classic PowerOn technology with modern tools.*

Open Banking, Integrations & Customization

Open Banking & Integration

• SymXchange – Open connectivity between core, complementary, and third-party products.*

Core Customization

- PowerOn Symitar customization solution to core-based software development kit (SDK).*
- PowerOn Marketplace Shared PowerOn solutions for the Symitar community.*

Core Infrastructure

- Symitar Monitoring Maintain constant visibility into your ecosystem.*
- Virtual Desktop Infrastructure (VDI) Virtual desktop workstations for Microsoft Windows environments.*
- Symitar Virtualization Server and storage virtualization.*

Vendor Integration Program

• Vendor Integration Program (VIP) – Third-party product integration services.

ATM, ITM, Kiosk Services

ATM/ITM/Kiosk Driving

- CFM GENIX Self-service, assisted-service, and full-service branch transactions in one integrated kiosk solution.*
- **ImageCenter ATM Deposit Management** Assimilate advanced function ATMs with the ability to consolidate multiple bundles and to process mixed ATM environments.
- ImageCenter Express Hosted, full-featured teller capture and item processing solution.
- JHA ATM Terminal Driving Turnkey ATM driving.
- Ensenta ATM Risk Management and Check Image Processing Hosted ATM/ITM/kiosk check processing solution offering risk mitigation, real-time posting, and integration with ImageCenter Item Processing.

Branch Operations

Teller Services

- Cash Automation Fully integrated solution for all types of cash recyclers.*
- Symitar ID Scanner Interface Interface for popular ID scanners.*
- Shared Branch Shared branch networking and foreign transaction processing.*

Mobile Branch Services

• **Branch Anywhere** – Solution that enables the execution of an enterprise mobile strategy with a mobile app platform for your employees.*

Data Analytics, Imaging & Business Operations

Data-Driven Sales Opportunities

• Account Cross Sell Jumpstart – Enhances Account Cross Sell sales and reporting.*

Data Analytics & Reporting

- Advanced Reporting for Credit Unions (ARCU) Sophisticated enterprise-wide data warehousing and reporting.*
 - » ARCU Peer Data Customized peer group comparisons for better decision-making.*
 - » ARCU Third-Party Loan Integration Comprehensive view of all loan data.*
- Symitar Data Store Rapid analysis and reporting of business processes.*

Business Process Automation

• jhaEnterprise Workflow – Automated multi-step business processes.

Overdraft Automation

• Symitar Overdraw Tolerance - Overdrawn account management and fee assessment.*

Check Imaging

- **ImageCenter** Comprehensive image capture and fraud prevention solution that electronically processes transactions from branches, tellers, mobile, ATMs, and more.
- Check Image Retrieval Third-party check image retrieval.*

Data & Content Management

- Symitar Collection Toolkit Centralized collection data and reporting.*
- Synergy Enterprise Content Management (ECM) Solution suite that securely captures, stores, manages, retrieves, and distributes virtually all types of electronic files and content across the organization.
 - » Synergy eSign Electronic signature capture solution.
- Pure Storage Flash Array Enterprise storage solution for data protection and improved performance.*

Financial Operations

Financial Performance Suite

- **Financial Performance Suite** An integrated, highly secure web-based application that revolutionizes your credit union's financial management process. With FPS, key staff in lending, finance, accounting, and marketing can now access valuable tools all in one place, including:
 - Asset Liability Management A strategic approach to managing risk that closely integrates your credit union's initiatives with your ALM program.
 - ALM Services Select from proven outsourced ALM and profitability services for quarterly reports and analysis. A variety of model services are available including setup, maintenance, and validation.
 - CECL Solutions A flexible and complete system that captures important data now with the flexibility to add more indepth analysis capability over time.
 - CECL DataStore and Validation Allows you to meet regulatory requirements by verifying all required data elements needed to calculate CECL loss amounts are available, ensuring critical information is accessible in a controlled environment.
 - CECL Analysis and Reporting An all-inclusive solution with the flexibility to begin with a simple method and easily adapt to a more sophisticated method as your portfolio becomes more complex.
 - Customer Profitability and Pricing Offers your credit union an enterprise-wide solution that empowers your frontline personnel to effectively manage relationships and strategically price new business.
 - Daily Dashboard Provides daily intra-month reporting with insights and visualizations that include financial, performance, production, operational, and market indicators.
 - Forecasting and Financial Reporting An ideal solution for financial institutions in need of a comprehensive and flexible budgeting system that also provides full financial reporting.
 - Performance Scorecard An integrated commission system that replaces in-house Excel tracking. Setting objectives and rewarding employees for results leads to a "pay-for-performance" mindset and a high-performing organization.

Consulting & Professional Services

Consulting Services/Professional Services

- **SymAdvisor** Strategic consulting services and tactical implementation focused on improving operational efficiencies that are aligned with credit union-defined goals.*
- JH Technology Architecture Services Solution architecture diagrams.*
- JHA Program Management Services Comprehensive assistance for complex projects.*
- Symitar Custom Solutions Assistance with creating or modifying a custom solution.*

Staff Augmentation

• Symitar Staff Augmentation Services – Symitar technical expertise to augment staff for the short- or long-term.*

information security & technology

Cybersecurity

Managed Security Services

- Gladiator Total Protect Suite of IT, network security, and regulatory compliance services.
- Gladiator Advanced Malware Protection Cloud-based proactive defense against malware.
- **Gladiator Consulting Services** Comprehensive information security assessments, proactive planning, and IT regulatory compliance consulting including remote services.

Governance, Risk & Compliance

- Gladiator IT Regulatory Compliance/Policy Products Compliance/policy solutions and customized security awareness training.
- Gladiator Virtual Information Security Officer Outsourced, scalable information security program.
- Gladiator Business Continuity Planning Enterprise-wide business continuity consulting.

Infrastructure

Managed IT Services

• Gladiator Managed IT Services – Monitoring and management of mission-critical IT infrastructure.

Network Services

- Network-as-a-Service (NaaS) Resilient, cost-effective branch connectivity with Jack Henry's secure network.
- Gladiator Enterprise Network Design, Implementation & Support Services LAN/WAN design, implementation, and support.
- Gladiator Enterprise Virtualization Services Server and desktop virtualization.
- Gladiator Managed Unified Communications Services In-house and hosted converged networks for simultaneous data, voice, and video.

Cloud Computing

• Gladiator Hosted Network Solutions - IT infrastructure outsourcing.

Data Conversion Services

• Enterprise Conversion Solutions (ECS) – Converts and imports legacy system data as well as merger and acquisition (M&A) content into any other platform.

- » ECS Digital Data Conversion Digital-to-digital data conversion of all file and output types.
- » ECS RDC Conversion Convenient data migration between legacy RDC systems and EPS.
- » ECS Web Secure outsourced storage and web-based retrieval of converted check and document images and COLD report data.
- ECS Web Connect Long-term data storage solution to offload older in-house Synergy data to be hosted in a secure web-based Jack Henry data center.

Disaster Preparedness

Data Backup & Recovery

- Centurion Co-Location Next-generation redundant hardware location service.*
- Centurion Continuity Services with Hosted Failover Managed hosted redundancy service.*
- Centurion Disaster Recovery Disaster recovery services for core and complementary solutions.
- Centurion Enterprise-Level Recovery Data protection and disaster recovery for Windows servers.

lending

Loan Origination

Consumer Lending

- Enhanced Loan Application Automated loan applications.*
- LoanVantage Consumer and commercial loan origination and lifecycle management solution.
- LoanVantage Mobile Convenient, on-the-go tool for lenders.
- LoanVantage Online Application Digitally optimized, borrower-facing application, complete with automated offers and approval.
- LoanVantage Tax Return Spreading Import member tax return PDF files with the click of a button.
- SymApp An online origination platform for member share and loans.*

Commercial Lending

- Enhanced Loan Application Automated loan applications.*
- LoanVantage Consumer and commercial loan origination and lifecycle management solution.
- LoanVantage Mobile Convenient, on-the-go tool for lenders.

- LoanVantage Online Application Digitally optimized, borrower-facing application, complete with automated offers and approval.
- LoanVantage Tax Return Spreading Import business tax return PDF files with the click of a button.

Loan Solutions & Servicing

Loan Servicing

- Symitar External Loan Processing Interface Enhanced handling of external loans.*
- Symitar HMDA Solution Easily gather, store and report home mortgage data.*
- Symitar Skip Payment Manage skip payment requests for multiple loans.*
- SBA Reporting Enables electronic reporting of SBA guaranteed 7a loans.*

Commercial Finance

- **BusinessManager** A proven, turnkey accounts receivable finance solution that enables credit unions to provide daily cash flow to creditworthy, cash-constrained businesses.
- **FactorSoft** Handles all aspects of the factoring business process with unmatched monitoring tools and controls for success in niche markets.

Loan Management

- Symitar Collateral and Document Tracking Loan collateral tracking and document exceptions management.*
- Symitar Dealer Reserve Accounting Indirect lending and reserve payments accounting.*
- Symitar Escrow Module Automated escrow payments, disbursements, and account analysis.*
- LoanVantage Online Portal Online tool for securely collecting digital loan documents from borrowers.
- SymChoice Loan Maintain multiple balances with different interest rates and maturity dates under a single loan.*

Loan Trading & Participations

- Participation Lending Efficiently sell and track participation loans.*
- Jack Henry Loan Marketplace An online marketplace for credit unions to buy, sell, and participate loans digitally through a secure, private network.

financial crimes & fraud risk

Financial Crimes

Real-time Fraud and BSA Compliance Platform

- Jack Henry Financial Crimes Defender Fully hosted, cloud-native, real-time fraud and BSA compliance platform providing visibility into financial crimes and fraud across channels.*
 - » Real-Time Fraud Event Interruption Fraud decisioning for real-time payments, checks, transfers, and more.
 - » BSA/AML Automated enterprise-wide monitoring and reporting of suspicious activities for BSA compliance.

Check Imaging

• AlertCenter – Real-time fraud solution that provides advanced notification on potential returns, enables loss avoidance, helps detect new account fraud, and expedites funds-availability decisions on transit checks through all deposit channels.

Fraud Detection

- Gladiator Enterprise Security Monitoring Security monitoring and reporting for core solutions.*
- Gladiator iPay Enterprise Security Monitoring Security monitoring and reporting for iPay Bill Pay.

Consulting

- **Fraud Consulting Service** Strategic consulting focused on aligning your fraud application configuration with institution-defined goals.*
- **BSA Regulatory Consulting Service** Strategic consulting focused on aligning your BSA compliance solution configuration with institution-defined goals.*

commercial banking

Commercial Banking

Business Banking

- Banno Business User entitlements, ACH origination, wire transfers, positive pay, and information reporting.*
- JHA Agiletics Escrow System Solution to manage commercial deposit escrow accounts; allows clients to open, manage, and close their own sub-accounts.
- JHA Small Business Cash Management Offers business banking members flexibility and online access to their accounts with ACH, wire transfer, reporting, and account management capabilities.

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member relationships

Relationship Management

• **Synapsys** – A comprehensive solution that supports member relationship management and marketing strategies.

Telephone Banking

• iTalk - Next-generation full-service telephone banking.*

Contact Center Services

Call Center Services

jhaCall Center – Comprehensive telephone support and member service solution.*

Marketing Resources

Adoption Marketing

• Jack Henry Resource Center – Adoption marketing library to drive adoption and usage.

Account Management

Member Servicing

- Symitar Account Alerts Centralized hosted solution to manage automated financial alerts.*
- Symitar Contact Event Manager Capture and track member interactions for enhanced efficiency and service.*
- Enhanced Account Revision Account updates and changes made simple.*
- Symitar Multi-Channel Notifications Send any type of message by email or SMS text.*

financial health

Financial Health Solutions

Personal Financial Management

- **Personal Financial Management** Enables diverse financial institutions to enhance the digital banking experience.
- **Financial Health Measurement** Create opportunities for quantifiable improvement in financial health.
- **Faster Payments** Improve financial well-being, improve cash flow, and protect credit scores.
- Financial Crimes & Fraud Risk Protect your members and your reputation with advanced technology to combat current and emerging threats.
- Information Security & Technology A proactive, innovative approach to security to safeguard your members' data and your internal systems.

unlock your potential

<u>Connect</u> with a Jack Henry expert to help you innovate faster and compete effectively.

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

