Technology Guide what we offer • banks

innovative capabilities that help you connect possibilities

Jack Henry[™] Technology Guide for Banks



introduction

Jack Henry is committed to growing, supporting, protecting, and innovating for community and regional banks.

That's why we're applying next-generation technology across our extensive range of best-of-breed capabilities. We offer industryleading products and solutions – and roadmaps that are designed to make sure innovation and forward-thinking keep them that way.

Solutions are available to all banks unless denoted by special marks that indicate capability with a specific core platform:

- SilverLake System®
- CIF 20/20®
- Core Director®

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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 accountholders 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 Reports Enables app usage to be easily and accurately understood with an array of reports.
 - » Autobooks Integration Integrated invoicing for individuals and small businesses.
- **NetTeller Online Banking** Bank-branded internet banking.
- NetTeller Vanity URL Financial institution-specific vanity URL for NetTeller end users.
- 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 Commercial Cash Management Advanced, next-level cash management features to help banks serve today's commercial customers.*
- JHA Treasury Management Flexible cash management for commercial accounts.*
- JHA Small Business Cash Management Offers business banking customers 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 customer's convenience.
- **Live Chat** Online, real-time chat and customer service solution.

Back Office Service & Support

Banno People - Optimizes Banno Online and Mobile with a comprehensive view of users.

Marketing

Banno Marketing – Targeted digital marketing.



Electronic Statements

JHA Electronic Statements - Interactive - Electronic generation and delivery of customer 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

- JHA OpenAnywhere Digital account opening solution for consumers and businesses.
- **Opening Act** Online deposit and loan account opening.
- JHA BankAnywhere Multi-branding capabilities for digital-only brands or multiple brands utilizing a single charter.*
- ArgoKeys DepositKeys Deposit account opening and administration.*
- OnBoard Deposits Next-generation deposit platform solution.***

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 that enhance website 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 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 Payments Toolkit Turnkey payments toolkit to embed native faster payments mobile apps into digital platforms.

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 requires limited involvement from the issuing banks 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 bank.
 - » 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.

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 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.
- **Business Solutions** Next-generation business bill pay, invoice, and payment solutions.
 - » Pay A Bill Al-driven bill presentment, management, and payment solution.
 - Disbursements (Business-to-Consumer/B2C) Frictionless digital disbursement solution that only requires customer mobile number or email address.
 - External Transfers (Account-to-Account/A2A) Seamless, secure one-time and recurring transfers across banking relationships.

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.
- **DirectLine Wires** Domestic wires solution.
- **DirectLine International** International wires solution.

ACH Origination & Processing

ACH Origination & Transaction Processing

- ACH Client ACH origination solution for financial institutions and commercial accountholders 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 Learning Management Portal Fully customized portal for enterprise-wide training.***
 - * Know-It-All Now Annual continuing education subscription.***



Core Platforms

Banking Core Platforms

- SilverLake System (SL) Highly customizable commercial banking platform.*
- CIF 20/20 (20/20) Robust, parameter-driven banking platform.*
- Core Director (CD) Intuitive, growth-enabling banking platform.*
- JHA OutLink Processing Services Turnkey outsourcing solutions.***

Multi-Branding

JHA BankAnywhere – Agile and secure cloud-based digital core solution.*

Open Banking, Integrations & Customization

Open Banking

- JHA Marketplace Shared PowerOn solutions for the Jack Henry banking community.**
- Vendor Integration Program (VIP) Third-party product integration services.***

Integrations

- jXchange Open connectivity between core, complementary, and third-party products.***
- jhaEnterprise Notifications System Customizable alerts and notices using a single approach across multiple products.***

Core Customization

PowerOn – Platform customization tool.**

Vendor Integration Program

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

ATM, ITM, Kiosk Services

Image Deposits

- **ImageCenter** Comprehensive image capture and fraud prevention solution that electronically processes transactions from branches, tellers, mobile, ATMs, and more.***
 - » 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 ATM/ITM/kiosk check processing solution offering risk mitigation, real-time posting, and integration with ImageCenter Item Processing.

Branch Operations

Teller Services

- **Teller** Comprehensive teller sales, service, and transaction processing.***
- Teller Capture Secure and automated check processing.***
- **TellerMaster** Customized OTC transaction processing.**
- Teller Offline Offline transaction processing.**
- Teller CheckMaster Customized check printing.**
- Teller CheckMaster Plus Generate checking account starter kits.**
- Teller SigMaster Signature verification.**
- **Teller BondMaster** Automated U.S. savings bond redemption.**
- Teller CTRMaster FinCEN Form 104 Currency Transaction Reporting (CTR).**
- Teller Isosceles Branch staffing and transaction cost and volume analytics.**
- Teller Cash Dispenser Automated teller balancing.**
- Teller Cash Recycler Automated cash counting.**
- Teller PassBook Passbook savings accounts support.**

Mobile Branch Services

- Branch Anywhere Solution that enables the execution of an enterprise mobile strategy with a mobile app platform for your employees.***
- ArgoKeys Branch Sales Automation Sophisticated, fully integrated platform.*
 - » ArgoKeys DepositKeys Deposit account opening and administration.*

Data Analytics, Imaging & Business Operations

Check Imaging

- 4|sight Check Imaging Comprehensive check imaging and branch capture solution.***
- Genesys Check Imaging Suite Comprehensive check imaging and branch capture solution.***



Data Analytics & Reporting

- Enhanced Account Analysis Account ROI assessment.*
- jhaData Insights Data warehousing solutions that provide a consolidated view of all bank operations through dashboards and reporting tools.
 - » Cognos BI Simplifies the creation, distribution, and modification of reports while offering a Web-based experience that is designed to support users of every skill level.**
 - » jhaAnalytics Cloud-based data warehousing, analysis, and reporting solution that harnesses the power of the jhaKnow enterprise data warehouse product, using only its most critical features.**
 - » jhaKnow Customizable data warehousing and decision-support system that consolidates and transforms days, months, and years of raw data into an enterprise-wide data and reporting repository.*

Data & Content Management

- 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.

Business Process Automation

jhaEnterprise Workflow – Automated multi-step business processes.***

Business Operations

- TimeTrack Human Resources HR information tracking and reporting.**
- TimeTrack Payroll System Payroll processing and management.**
- TimeTrack Time and Attendance Automated time and attendance tracking.**

Financial Operations

Financial Performance Suite

- Financial Performance Suite An integrated, highly secure web-based application that revolutionizes your bank's financial management process and accepts data files from any core processing solution and third-party vendor service. 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 bank'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 that all required data elements to calculate CECL loss amounts are available and the 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 bank an enterprise-wide solution that empowers your frontline personnel to effectively manage relationships and strategically price new business.
- » 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

- JH Technology Architecture Services Solution architecture diagrams.***
- JHA Client Services Consulting Operational assessments and consulting.***
- JHA Program Management Services Comprehensive assistance for complex projects.***

information security & technology

Cybersecurity

Managed Security Services

- Gladiator Total Protect Suite of IT, network security, and regulatory compliance services.
- Gladiator CoreDEFENSE Managed Security Services Around-the-clock management, correlation, and monitoring of multiple security layers.
- 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

- 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 service.**
- **Centurion Disaster Recovery** Disaster recovery services for core and complementary solutions.
- Centurion Emergency Notification Bank employee incident notification.***
- Centurion Enterprise-Level Recovery Data protection and disaster recovery for Windows servers.
- Centurion Hosted High Availability Fully managed data replication service.**
- Centurion jhArchive Remote electronic backup for 4|sight and Synergy images.***

Sheltered Harbor Compliance

SecurePort, a Sheltered Harbor™ Solution - Secure data vaulting solution designed to protect consumers' data in a worst-case disaster scenario.*

lending

Loan Origination

Consumer Lending

- 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 consumer tax return PDF files with the click of a button.
- OnBoard Loans Compliance driven, server-based retail and commercial lending.***

Commercial Lending

- 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.
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Loan Solutions & Servicing

Loan Management

- Enhanced Collateral Tracking Collateral management.**
- Enhanced Loan Collections Problem account tracking and management.*
- LoanVantage Online Portal Online tool for securely collecting digital loan documents from borrowers.
- Loan Collateral Tracking Collateral management solution.**
- JHA Investor Servicing Loan sales administration.***

Loan Trading & Participations

Jack Henry Loan Marketplace – An online marketplace for banks to buy, sell, and participate loans digitally through a secure, private network.

Commercial Finance

- BusinessManager A proven, turnkey accounts receivable finance solution that enables banks 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.

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.

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.
- Gladiator NetTeller Enterprise Security Monitoring Security monitoring and reporting for NetTeller Online Banking.**



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.***

Watch List Screening

JHA SafeGuard – The most advanced, easy-to-use, and cost-effective watch list screen solution in the industry.*

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.

commercial banking

Commercial Banking

Business Banking

- JHA Agiletics Escrow System Solution to manage commercial deposit escrow accounts; allows clients to open, manage, and close their own sub-accounts.
- Banno Business User entitlements, ACH origination, wire transfers, positive pay, and information reporting.
- JHA Commercial Cash Management Advanced, next-level cash management features to help banks serve today's commercial customers.*
- JHA Treasury Management Flexible cash management for commercial accounts.*
- JHA Small Business Cash Management Offers business banking customers flexibility and online access to their accounts with ACH, wire transfer, reporting, and account management capabilities.
- Landlord/Tenant Security Deposit Tracking Tax and interest management.**
- **Demand Account Reclassification** Deposit reporting.**
- Mutual Fund Sweep Off-balance sheet sweeps.**
- 3rd Party Sweep On-balance sheet cash management sweeps.**

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customer relationships

Relationship Management

- Relationship 360 Fully integrated, customizable rewards and loyalty based on holistic customer relationships.**
- Synapsys Automated sales, marketing, and customer service.***

Telephone Banking

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

Customer Relationships

Contact Center Services

Call Center Services

- jhaCall Center Comprehensive telephone support and member service solution.***
- jhaCall Center Software Metrics, security, service, and compliance.**

Marketing Resources

Adoption Marketing

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

financial health

Financial Health Solutions

Financial Health Measurement



- 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 accountholders and your reputation with advanced technology to combat current and emerging threats.
- Information Security & Technology A proactive, innovative approach to security to safeguard accountholders' data an your internal systems.

connecting possibilities

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

