



CASE STUDY

With JHA Client Services ConsultingSM, Arkansas-Based Cornerstone Bank Gains Valuable Technology Planning, Reduced Stress, and More

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Terry Martin
Senior Vice President and Chief Information Officer, Cornerstone Bank

Institution:
Cornerstone Bank

Location:
Eureka Springs, Arkansas

Website:
www.cstonebank.net

Assets:
\$256 million+

Founded:
1912

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The Cornerstone Bank story began on May 4, 1912, when Bank of Eureka Springs was chartered. The bank has survived several panics, the Great Depression, and two world wars.

After decades of service, in the spring of 2008, the Bank of Eureka Springs changed its name to Cornerstone Bank. "Cornerstone Bank" was chosen because it captures the bank's long history and strong foundation, while also representing the institution's desire to grow with innovative and progressive products and services.

When Cornerstone Bank started looking for ways to assess their technology, identify operational improvements, new growth opportunities, and ways to reduce operating errors and costs, they partnered with the JHA Client Services ConsultingSM group from Jack Henry Banking®. Senior Vice President and Chief Information Officer Terry Martin recently shared a few thoughts about the bank's experiences.

Jack Henry Banking (JHB): What was the compelling business reason you chose the JHA Client Services Consulting group to assist with your bank's Technology Planning engagement?

Terry: JHA was chosen from several proposals due to the excellent working relationship we have with JHA. Also, their willingness to not just propose JHA products and services if it was not in our best interest, plus the expertise of the individuals involved.

JHB: What was the best part about the Technology Planning consulting engagement process?

Terry: The onsite technology planning process was eye opening and a very good exercise for the bank to go through. Per the consultant's recommendation, we included a wide variety of individuals from within the bank. The consultant helped us to see and think through processes in a different way.

JHB: Have you received feedback from others at your bank regarding the Technology Planning consulting engagement? If so, what was the feedback?

Terry: All feedback was positive, including from the CEO, Charlie Cross, and our Board of Directors who were involved. The time was taken to get to know the bank, individuals involved, and future goals.

JHB: What is the most compelling statement you would make to another institution who is considering using JHA Client Services Consulting for a Technology Planning consulting engagement?

Terry: We've gone through technology planning previously with a couple of different outside consultants. JHA Client Services Consultant's knowledge of our bank, JHA's products and services, and the ability to interface with other vendors was extremely beneficial. We came away with a working plan and templates to assist in implementing it.

JHB: What business units within your bank have benefited from the Technology Planning consulting engagement?

Terry: Information Technology, Data Processing, Deposit Services, and Loan Operations all benefitted from the engagement.

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JHB: Was the Technology Planning consulting engagement valuable in terms of reducing future costs or in other ways you can identify?

Terry: The assistance provided in assessing costs and efficiencies associated with moving from in-house to data center for core, item, and statement processing certainly has saved not only manpower hours, but reduced stress!

With JHA Client Services Consulting, banks can identify significant operational improvements, new revenue and market opportunities, as well as ways to reduce operating errors and costs. Whether you want to improve processes within a single department or enterprise-wide, when you use JHA Client Services Consulting you'll be able to support bank-specific goals, resolve unique operational issues, and become more efficient and productive.

This solution is available today to banks automated by the SilverLake System®, CIF 20/20®, and Core Director® platforms.



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