



## CASE STUDY

### JHA OutLink Processing Services™ (JHA OPS)

*“JHA OPS has taken hundreds of thousands of dollars off the table and put it back into our budget.”*

Tony McKim  
President/CEO  
The First, N.A.

**Institution**  
The First

**Location**  
Damariscotta, ME

**Website**  
[www.thefirst.com](http://www.thefirst.com)

**Assets**  
\$1.6 billion

**Founded**  
1852

## JHA OutLink Processing Services™ (JHA OPS) Turnkey Outsourcing Solutions



*“As a CEO, knowing that the disaster recovery part of our operations is covered by JHA OPS provides me with peace of mind.”*

Tony McKim

Initially incorporated as The People’s Bank in 1852, The First is a genuine Maine community bank deeply committed to delivering proactive, flexible, and respectful customer service to individuals, families, and businesses throughout the region. Currently operating in 16 branch locations up and down the New England coast, and more than 200 employees strong, the \$1.4 billion bank attributes its success to a single devotion: always finding a way to meet its customers’ needs – especially when it comes to protecting customer assets from fraud and natural disasters.

Realizing the multitude of disaster recovery and cost-saving benefits the bank could gain by switching from in-house processing to an outsourced environment, The First decided to go from “in to out” with the Jack Henry Banking® outsourcing solution, JHA OutLink Processing Services™ (JHA OPS).

President and CEO Tony McKim explains below how JHA OPS has helped The First enhance customer service and improve its disaster recovery plan, speaking specifically to the solutions’ production-proven conversion and installation services and its superior data centers.

**JHB: What was the initial business reason you acquired JHA OPS?**

Tony: Our decision to convert to an outsourced environment had a lot to do with cost savings and with disaster recovery. With JHA OPS, we knew that we were getting the confidence and reliability of the Allen, Texas and Branson, Missouri high-tech data centers.

**JHB: What was your impression of the Allen, Texas disaster recovery hot site?**

Tony: The equipment was very impressive, as was the facility itself. On the tour, we got to see how the site is constructed. I saw first-hand that it truly is a fortified establishment capable of withstanding the worst of natural disasters.

**JHB: Can you tell us how JHA OPS has positively affected customer service and satisfaction?**

Tony: JHA OPS is great for customer service because of how seamlessly it works with our other Jack Henry Banking products, like NetTeller®. Since switching to JHA OPS, the NetTeller functions that we regularly use – wire transfers, ACH originations, ACH file uploads, float reporting, balance reporting, etc. – all flow much smoother, and we seem to get a lot more uptime out of the solution.

**JHB: Can you tell us how JHA OPS has improved your day-to-day operating efficiencies?**

Tony: By letting JHA OPS manage and maintain the technology and regulatory compliance, we’ve been able to streamline our operations; take a preventative blow against ice storm power outages and debit card losses by capitalizing on JHA OPS’ disaster recovery efforts; and eliminate several hundred overtime hours that we previously devoted to processing.

**JHB: Can you comment on cost savings at this time?**

Tony: By outsourcing with JHA OPS, we don't need on-site resources to operate an in-house data center. We recently reallocated two employees, which saves us money by keeping our talent in-house, and by not having to hire new staff. And because we don't have to pay for ongoing hardware upgrades, JHA OPS has taken hundreds of thousands of dollars off the table and put it back into our budget.

**JHB: Can you comment on the in-to-out conversion process?**

Tony: The Jack Henry Banking conversion team is made up of quality talent, which made the conversion process go very smoothly – the installation, migration, all of it.

**JHB: If you would recommend this solution to other banks, what is the most compelling statement you would make to another institution considering JHA OPS?**

Tony: As a CEO, knowing that the disaster recovery part of our operations is covered by JHA OPS provides me with peace of mind.



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JHA OPS enables diverse banks to leverage our extensive infrastructure and sophisticated processing environment. This eliminates significant capital expenditures required for in-house solutions, the need for resident resources to operate and manage in-house data center operations, and long-term capacity planning and ongoing hardware upgrades. Outsourcing gives banks the ability to focus on their core competencies while we provide advanced technology, strict regulatory compliance, and access to industry, technology, and security experts.

For more information about Jack Henry Banking®, or to schedule a demonstration or talk to an existing user, email [askus@jackhenry.com](mailto:askus@jackhenry.com), call 417-235-6652, or visit [www.jackhenrybanking.com](http://www.jackhenrybanking.com).