



CASE STUDY

JHA OutLink Processing Services™ (JHA OPS)

“Our move to outsourcing was absolutely seamless and we honestly wouldn’t change a thing about Jack Henry Banking’s outsourced delivery model – not one thing. Outsourcing has made our day-to-day work life easier and if we knew then what we know now, we would have moved to outsourcing sooner. Outsourcing is the best thing we’ve done for our bank in years.”

Sandra Minor
Technology Officer
Peoples Southern Bank

Institution:
Peoples Southern Bank

Location:
Clanton, AL

Website:
www.peoplesouthern.com

Assets:
\$172 million

Founded:
1901

Peoples Southern Bank Moves to Outsourcing



"We no longer have to plan and budget for regular software and hardware upgrades since it's now all done at our data center."

Sandra Minor

Peoples Southern Bank is a community bank based in Clanton, AL that has approximately \$138 million in assets. The bank installed Jack Henry Banking's CIF 20/20 core processing system in 1986 without much consideration of the alternative processing environment used by about 45 percent of all domestic banks – outsourcing.

"But last year it became apparent that, like most businesses, we relied very heavily on independent silos of knowledge and expertise," said Sandra Minor, Technology Officer of Peoples Southern Bank. "We considered and evaluated a variety of solutions to this all-too-common problem that ranged from an aggressive internal training program to a complete shift in our operating philosophy – moving from in-house processing to outsourcing."

But the idea of changing operating environments wasn't unanimously favored among all of the bank's decision-makers. There were fundamental concerns about losing control over data processing as well as specific functional concerns such as the ability to retrieve ad hoc reports when they were needed. But outsourcing still seemed to be the bank's most viable option.

"We visited other banks that were outsourcing their information and transaction processing to Jack Henry Banking," Minor recalled. "These visits convinced us that outsourcing would provide virtually the same day-to-day experience for the majority of our staff, and enabled us to unanimously decide that we simply didn't want the responsibility of data processing anymore."

Peoples Southern Bank started Jack Henry Banking's seamless migration process which didn't require a conversion because it was moving from a CIF 20/20-based in-house operation to a CIF 20/20-based outsourced operation. "The team assigned to our migration did an outstanding job planning and educating us about the process, and reassuring us every step of the way," Minor said.

"The Monday morning after our weekend migration, our employees literally couldn't see a single difference – other than they needed a new password or two – in the way they did their jobs and served our customers," she continued. "Our staff immediately embraced the change. And more importantly, our migration was completely transparent to our customers – completely. We didn't have to wait days for things to work – everything just worked."

Peoples Southern Bank is realizing a variety of tangible benefits from outsourcing.

"We no longer have to plan and budget for regular software and hardware upgrades since it's now all done at our data center," Minor noted. "We're also excited about how easy it will be to implement Jack Henry Banking's complementary products and services in an outsourced environment. In fact, we expect we will be implementing more of these solutions since we no longer have to install them ourselves. Pay-as-you-go technology has also generated some bottom line benefits, and we are continuing to find ways to reduce operational expenses through procedures like purging closed accounts.

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

jack henry Banking®
A DIVISION OF JACK HENRY & ASSOCIATES INC®