SilverLake System®

“SilverLake System and its many complementary solutions and services allow us to offer more to our customers.”

Norman J. Montgomery
Executive Vice President
First Commonwealth Bank

Thomas Mathe
Senior Vice President/Chief Technology Officer
First Commonwealth Bank

Institution: First Commonwealth Bank
Location: Indiana, PA
Website: www.fcbanking.com
Assets: $6.7 billion
Chartered: 1866
Customer focus, integrity, excellence, accountability and inclusion are the five core values on which First Commonwealth Bank stands. And since its founding in 1866, the bank has cemented its place in the hearts of its community by putting its customers and neighbors first through its mission-driven commitment to improving their financial lives. This customer-centric philosophy has allowed First Commonwealth Bank to flourish, growing to an asset size of $6.7 billion with more than 100 branches throughout western and central Pennsylvania and central Ohio.

When the community bank decided to convert to a core processing system that could keep up with its ever-expanding customer base, it started looking for a partner whose strategic vision aligned with its own. Much like First Commonwealth Bank, Jack Henry Banking’s highly customizable commercial banking platform, SilverLake System®, has time and again proven its commitment to customer service and support, as well as to research and development.

Executive Vice President Norman Montgomery and Senior Vice President/Chief Technology Officer Thomas Mathe explain below how SilverLake System has helped improve the bank’s customer service and day-to-day operations, specifically speaking to the level of integration between the core platform and Jack Henry Banking’s complementary solutions.

Jack Henry Banking (JHB): What was the compelling business reason you acquired SilverLake System?

Norm: When we selected SilverLake System as our go-forward core solution, it was for a handful of reasons. First and foremost, Jack Henry Banking is known for investing in core solutions – for listening to its clients’ feedback and using research and development dollars to build out the requested capabilities. We also looked at the number of manual processes the system could automate, JHA’s digital solutions roadmap, the speed-to-market of new offerings, and the deep level of integration that exists between SilverLake System and Jack Henry Banking’s complementary solutions.

JHB: Can you tell us how SilverLake System has positively affected customer service and satisfaction?

Tom: SilverLake System and its many complementary solutions and services allow us to offer more to our customers. For instance, we are now offering online account opening services through Opening Act and use the ArgoKeys Deposit Keys technology for our platform; customer data is more readily available to our front line personnel via Synapsys®; and we’re managing several customer promotions through Relationship360™.

Norm: From a customer service perspective, SilverLake System and its Xperience interface is an outstanding improvement for us. Its relationship with integrated complementary solutions like jhaCallCenter™ and Synapsys allows us to track activity and conversations with our customers, which is something we couldn’t do before. Because of SilverLake System, our front line personnel have all the customer information available to quickly service their needs.
JHB: Can you tell us how SilverLake System has improved your bank’s day-to-day operations?

Norm: SilverLake System has really simplified our item processing – by utilizing Vertex Teller Capture™, we’ve been able to eliminate 1.4 million pieces of paper per quarter. SilverLake System has also streamlined our daily reconcilement process. Where we used to run separate applications for installment loans, mortgage loans, commercial loans, etc., we now run one efficient application.

JHB: Are there any specific features/functions of SilverLake System that have exceeded your expectations?

Tom: First Commonwealth Bank takes business continuity and disaster recovery very seriously. The configuration that Jack Henry Banking offers through SilverLake allows us a much quicker recovery time, which will provide better service to our customers in the event of a disaster-related business interruption.

Norm: When we went through our review process of potential core solutions, we were very thorough. SilverLake System met or exceeded all of our requirements, and we were very confident in our decision to move forward with it as our core platform. Almost two years post-conversion, we still feel that way.

JHB: Can you tell us how your employees received the change to SilverLake System? What was the conversion process like?

Norm: The conversion to SilverLake System was received very well, especially for the amount of change that was proposed. We had extremely rigorous training on product features, timelines, and overall support needs; the Jack Henry Banking conversion team provided an enormous amount of support and educational tools; and most significantly, the impact of change on our customers was minimal.

Tom: From a Chief Technology Officer’s point of view, the most impressive part of our 39-system conversion process is that it took place over one weekend. We utilized jhaCall Center Outsourced Select Services™ to help smooth the transition for our customers, and the response was extremely positive.

JHB: Looking at your competitive landscape, what are the competitive advantages that SilverLake System generated for your bank?

Norm: SilverLake System affords our bank a holistic view of our customers and provides the tools we need to counsel those customers toward financial confidence.

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

Norm: The conversion to SilverLake System delivered more technology change to our organization than we had ever experienced as a single event. We continue to be extremely confident in our decision to partner with Jack Henry Banking to help us improve the financial lives of our customers, and we look forward to the future potential that SilverLake System holds.
SilverLake System® is a competitively distinct, extremely powerful banking platform that provides highly customizable, enterprise-wide automation designed for growth- and commercial-focused banks ranging from community banks to multi-billion, mid-tier institutions. Approximately 400 banks have entrusted their ability to attract, serve, and retain their customers to SilverLake including more than 30 percent of the domestic mid-tier banks with assets ranging from $1 billion to $30 billion.

“From a customer service perspective, SilverLake and its Xperience™ interface is outstanding.”

Norman Montgomery