



## JHA Client Services Consulting<sup>SM</sup>

Building Business Solutions

*JHA Client Services Consulting can help your bank identify significant operational improvements, new revenue and market opportunities, and ways to reduce operating errors and costs. Whether you want to improve processes within a single department or enterprise-wide, JHA Client Services Consulting can help make your bank more efficient and productive.*

## Building Business Solutions Supported by Product Expertise

### BUSINESS VALUE

- Make Money
- Save Money
- Improve Operations
- Reduce Risk

### COMPATIBILITY

- SilverLake System®
- CIF 20/20®
- Core Director®
  
- *JHA Client Services customers typically realize a ROI that averages more than double their engagement fee—that's a 200% ROI!*

### MAXIMIZE THE POTENTIAL OF YOUR TECHNOLOGY ...

Jack Henry Banking's JHA Client Services Consulting group provides assessment and consulting services that are specifically focused on optimizing the performance of its feature-rich core processing solutions – SilverLake System, CIF 20/20, and Core Director – and select complementary products and services.

JHA Client Services Consulting has enabled hundreds of banks to enhance customer service, convenience, and loyalty; expedite time-to-market with new products and services; and identify new revenue and market opportunities.

### WORK SMARTER, NOT HARDER ...

JHA Client Services Consulting provides operational assessments that are fully customized to support bank-specific objectives or to resolve unique operational issues in the outsourced environment. The JHA Client Services application experts consult directly with banks to systematically define each engagement including the specific goals, methodologies, and tactical and strategic initiatives that will be used to improve their business processes. JHA Client Services consistently identifies significant opportunities to increase operating efficiency and productivity, automate manual processes, streamline workflow, and reduce operating risks, costs, and errors.

### ADVICE TAILORED TO YOUR UNIQUE ENVIRONMENT ...

JHA Client Services Consulting efficiently and effectively supports diverse client goals ranging from enterprise-wide initiatives to single-department assessments. These consulting services are ideally suited to support the operational and technology-related aspects of mergers and acquisitions and the challenges that arise with the addition of new locations. JHA Client Services supports the operational changes and reorganizations required to respond to evolving business strategies and dynamic growth, service, operational and performance goals.

## Enterprise Consulting Services

JHA Client Services Consulting will work with your bank to fully leverage its technology products and services as part of the individual engagements available. Whether it's reviewing technology products, ensuring infrastructure is built to meet new demands, or building out a technology plan, our expert consultants will assist with the right approach to support your bank's strategic technology plan.

### Engagements available:

- Technology Product Review
- Technology Planning
- Infrastructure Consulting
- Xperience™ User Interface Consulting
- Commercial Services Consulting

## Risk Management and Data Security Consulting

JHA Client Services Consulting will review user access to core systems and select complementary products in order to improve security position and reduce risk. Certified Information Management Data Governance Consultants will provide best practice guidance on components of a sound data governance program including data access, data stewardship, data quality, and data utilization.

### Engagements available:

- Data Governance
- SilverLake Global Security
- CIF 20/20 Menu Access Security
- Core Director User Security

## Business Process Management

JHA Client Services Consulting will collaborate with your bank to identify productivity inefficiencies within current business processes. Certified Business Process Management Consultants will identify ways to add automation, standardize procedures, reduce costs, and improve productivity.

### Engagements available:

- Business Process Review
- Business Process Re-Engineering
- *jha*Enterprise Workflow™ Planning and Design

## Digital Optimization Consulting

JHA Client Services Consulting will assist with planning, designing, and implementing a sound digital strategy while also creating a personal customer experience. Expert consultants will partner with you to build relationship-based banking inside of your digital banking channels.

### Engagements available:

- JHA BankAnywhere™ Consulting
- Digital Channel Optimization
- Treasury Management Consulting

## Operational Consulting Services

JHA Client Services Consulting will provide your bank with assessment and consulting services to identify significant and specific opportunities to optimize operating efficiency and productivity, increase revenue, and reduce operating errors and costs – by maximizing your bank's effective use of your Jack Henry Banking® core processing solutions. Consulting professionals have extensive experience in the banking industry along with a comprehensive working knowledge of Jack Henry Banking's best practices.

### Engagements available:

- SilverLake System Operational Assessment
- CIF 20/20 System Operational Assessment
- Core Director Operational Assessment
- Teller Operational Assessment

## Customer Experience Management

JHA Client Services Consulting will work with your bank to develop a strategy to improve your customers' holistic banking experience. Our goal is to build a plan to ensure all your customers (Retail, Treasury, and employees) have a positive experience with your bank.

### Engagements available:

- Customer Experience (CX) Design
- Employee Experience (EX) Design
- Training Design Services
- Treasury Management Conversion Support

## Conversion and Implementation Services

JHA Client Services Consulting will work closely with our Jack Henry & Associates Implementation Teams to provide additional assistance to your bank during your implementation project. Consulting professionals have extensive experience in the banking industry along with a comprehensive working knowledge of Jack Henry Banking's products and services.

### Engagements available:

- Post-Live Retail Assistance
- Pre-Conversion Business Process Re-Engineering
- CIF 20/20 to SilverLake System Assistance
- Synapsys Rollout Consulting

#### WHAT IT DOES:

- Supports diverse client goals ranging from enterprise-wide initiatives to single-department assessments.
- Supports the operational changes and reorganizations required to respond to evolving business strategies and dynamic growth, service, operational, and performance goals.
- Offers change management planning, assisted or unassisted implementation, and impact analysis.

#### WHAT IT DOES FOR YOU:

- Enables banks to proactively protect and maximize their return on Jack Henry Banking technology investments.
- Identifies opportunities to increase operating efficiency and productivity, automate manual operating risks, costs, and errors.
- Identifies new revenue and market opportunities.

#### TRUST THE EXPERTS THAT KNOW YOUR BUSINESS ...

Each engagement is managed and completed by professional consultants who have extensive experience in the banking industry and with Jack Henry Banking's competitively distinct information and transaction processing solutions. The JHA Client Services professionals possess a comprehensive working knowledge of Jack Henry Banking's best practices, and provide objective perspectives on operational issues and alternatives that maximize the potential of each bank.