



## Core Director<sup>®</sup>

### The Intuitive, Growth-Enabling Banking Platform

*Core Director provides the advanced, customizable functionality  
required to support dynamic growth, service, operational, and  
performance goals.*

## Windows®-Based Core Processing Solution

### BUSINESS VALUE

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

### COMPATIBILITY

- Core Director®
- *Core Director is fully integrated with the high-demand products and services that community banks need in today's extremely competitive financial services industry.*
- *Core Director integrates with approximately 50 high-demand complementary products and services that enhance the core functionality and enable banks to respond to specific business opportunities and resolve operational challenges.*

More than 230 banks have entrusted their ability to attract, serve, and retain their customers to Jack Henry Banking's Core Director system.

Core Director is a Windows-based banking platform that supports progressive community banks – ranging from de novo banks to institutions with assets exceeding \$2 billion – with enterprise-wide automation that leverages the industry's most cost-efficient operating platform.

This growth-enabling core processing solution can be installed in-house or implemented through JHA OutLink Processing Services™ (JHA OPS), Jack Henry Banking's outsourced offering. Core Director provides the advanced, customizable functionality required to support dynamic growth, service, operational, and performance goals.

Core Director provides intuitive point-and-click operation to ensure ease-of-use, maximize staff efficiency and productivity, and expedite initial and ongoing training. Core Director also supports unique user preferences and specific functional requirements with an extremely flexible browser user interface that can be easily customized and continually modified for every system user.

Core Director is fully integrated with the high-demand products and services that community banks need in today's extremely competitive financial services industry. In fact, Core Director is integrated with more than 50 complementary products and services that were designed to support the operational requirements of mid-tier banks.

This sophisticated information and transaction processing platform continually benefits from client-driven enhancements to the core functionality, the regular introduction of new complementary products and services, the integration of practical new technologies, and strict compliance with regulatory requirements.

Core Director maximizes operating flexibility and each bank's technology investment with its open architecture, scalable hardware platform, in-house or outsourced implementation, and ability to seamlessly accommodate near- and long-term growth. The client-centric system can also leverage existing and ongoing technology investments with open connectivity to proven third-party products and Microsoft's word processing, spreadsheet, and database applications.

The strategic business partnership that Jack Henry Banking establishes with each client also enables community banks to augment their resident resources with ongoing access to industry, technology, and security experts.

But Jack Henry Banking's focus is not on technology alone. Our ultimate ambition is to provide the expertise and the integrated business tools that banks need to execute and maximize their unique strategies and to capitalize on the dynamic trends shaping the financial services industry.

### CUSTOMER SERVICE AND SATISFACTION

Our primary and sustainable competitive advantage is customer service. Our company is fundamentally committed to providing service levels that consistently exceed client expectations and produce rewarding levels of client satisfaction and retention rates.

We methodically and regularly measure our service levels using comprehensive annual surveys, including executive and operations versions, and more than 80,000 random surveys initiated by the customer service requests we receive each year. The results of this year's survey process once again confirmed that our service levels exceeded our clients' expectations and generated satisfaction levels we believe to be among the highest in the industry. In addition to our overall survey process, dedicated surveys are also used to grade specific aspects of our client experience including product implementation, education, and consulting services.

Our client-facing support infrastructure positions Jack Henry Banking as a single point of contact, support, and accountability by incorporating:

- Exacting service standards.
- A best practices methodology developed and refined through our day-to-day experience supporting approximately 11,600 diverse clients.
- Comprehensive change management and control services.
- Production-proven conversion and installation services.
- Initial and ongoing education.
- A superior support staff available 24/7/365.
- Dedicated account managers.
- Sophisticated support tools, resources, and technology.
- Leading-edge research and development.
- Product-specific focus groups and educational conferences.

Providing banks with mission-critical technology since 1976 has enabled us to fully understand the importance of consistent, outstanding service and the benefits of serving our clients as a true, accountable business partner.

## **ENTERPRISE-WIDE AUTOMATION**

Core Director integrates with approximately 50 high-demand complementary products and services that enhance the core functionality and enable banks to respond to specific business opportunities and resolve operational challenges with production-proven solutions.

Our best-of-suite complementary solutions include retail delivery, online, mobile, payments, imaging, information security and risk management, business intelligence, financial performance, training, and consulting solutions.

**CORE DIRECTOR – A GROWTH STRATEGY**

Technology drives your ability to continually enhance customer service and convenience, aggressively and successfully compete, increase performance and profitability, and increase operating efficiencies while reducing operating costs.

Core Director is much more than a core processing platform – it is a growth strategy.

If you are considering the impact of mission-critical technology on your ability to execute your business strategy and enhance your competitive position, there are more than 230 banks that would encourage you to consider Core Director and Jack Henry Banking.



For more information about Core Director, to schedule a demonstration, or to talk to an existing user, contact us at [askus@jackhenry.com](mailto:askus@jackhenry.com).

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).