SilverLake System®

The Highly Customizable Commercial Banking Platform

Our ultimate goal is to provide the expertise and the integrated technology diverse banks need to execute and maximize their unique and evolving strategies, and to capitalize on the dynamic trends shaping the financial services industry.
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 425 banks have entrusted their ability to attract, serve, and retain their customers to SilverLake including more than 20 percent of the domestic mid-tier banks with assets ranging from $1 billion to $30 billion.

SilverLake can be installed in-house or implemented through JHA OutLink Processing Services™ (JHA OPS), Jack Henry Banking’s outsourced offering. Banks also have the option to fully customize the system to support their unique operational requirements or the system can be implemented for OutLink customers as an “off-the-shelf” solution using an expedited and streamlined process.

This bank-centric system effectively supports dynamic processing requirements by integrating robust core functionality with approximately 140 best-of-suite complementary products and services. SilverLake can also leverage existing technology investments with jXchange ™, a services-oriented architecture on a .NET platform that provides open connectivity between Jack Henry Banking’s core and complementary products and third-party niche solutions.

This sophisticated information and transaction processing platform continually benefits from client- and regulatory-driven enhancements to the core functionality, the regular introduction of new complementary solutions, and the integration of practical new technologies. SilverLake maximizes operating flexibility and each bank’s technology investment with its open architecture, scalable hardware platform, and proven ability to seamlessly accommodate long-term growth and the dynamic product, service, and technology trends shaping the financial services industry.

SilverLake consistently generates the highest client retention rate among IBM Power system-based solutions.

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.

**SUMMIT SUPPORT®**

Jack Henry Banking’s Summit Support provides change control for products running on an IBM Power System platform. This SilverLake System-exclusive service provides the ability to thoroughly test standard or custom code changes and new product or service offerings. Summit Support accommodates user acceptance testing (UAT) utilizing highly trained support representatives, customer relationship managers, and business analysts for larger, complex custom projects. This solution enforces tighter controls and accountability by implementing individualized profiles for SilverLake products and providing reports that audit the details of those profiles. This service also offers an extended release review period. Considering the stringent regulations and examinations imposed on banks nationwide, Summit Support supports the smooth operation of the complex data processing environments that are inherent in today’s financial industry.

**ENTERPRISE-WIDE AUTOMATION**

SilverLake is integrated with approximately 140 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.
SilverLake – A Bottom Line 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.

SilverLake is much more than a core processing platform – it is a bottom line 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 approximately 425 banks that would encourage you to consider SilverLake and Jack Henry Banking.

Now you can experience SilverLake your way!

SilverLake Xperience™, our customizable user interface for the SilverLake System and its integrated complementary solutions, replaces green screen and desperate browser-based front ends with a more personalized and standardized view of your technology platform. Utilizing the Microsoft.NET framework, this interface allows you to run multiple complementary products or multiple sessions of the same product simultaneously, providing a common appearance and consistent usability across the entire SilverLake platform.

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.