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## Jack Henry Banking Expands jhaCall Center to Include Overflow and After-Hours Support

### Banks can outsource call center operations during specific times of high call volumes and during nights and weekends

MONETT, Mo., Jan. 21, 2015 /PRNewswire/ -- Jack Henry & Associates, Inc. (NASDAQ: JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its [Jack Henry Banking®](#) division announced today the addition of overflow and after-hours support to the *jhaCall Center™* platform.

*jhaCall Center* is a comprehensive telephone support solution that provides experienced call center agents who respond to customer inquiries, enabling banks to streamline efficiencies, improve customer service, and reduce demands on internal staff. It automatically captures and authenticates customer information while supporting a variety of implementation options, both in-house and outsourced. With this latest expansion, Jack Henry Banking staff is able to resolve customer calls and inquiries during events that generate a higher than normal call volume. Banks can contract for these services for a specific period of time, and can choose to receive call support during the day, after hours, and on weekends and holidays.

First Commonwealth Bank of Indiana, Pa., recently converted to Jack Henry Banking's NetTeller® Online Banking™ platform. The bank expected an increase in call volume as customers were introduced to the new online banking features and required to update their log-in credentials. The bank implemented *jhaCall Center's* outsourced services to manage overflow calls during the conversion and ensure customers received quick, thorough support during the transition, including after hours and on weekends. *jhaCall Center* provided comprehensive, bank-branded customer service through JHA's team of experienced call center associates, many of which are former bankers.

Norman Montgomery, executive vice president of First Commonwealth Bank, said, "We anticipated a significant increase in customer service calls as we changed Internet banking platforms. We did in fact see customer calls more than double. Working with Jack Henry Banking enabled us to manage the significant uptick in volume that we could not have handled internally. *jhaCall Center's* highly-trained team was flexible and easy to work with, and in the first week managed an average of 2,000 calls a day for our bank. As consumer expectations for real-time service continue to evolve, community institutions like ours must be able to rise to the occasion. *jhaCall Center* enables us to respond to increased customer demands and offer extended hours of service and support."

Stan Viner, general manager of sales for Jack Henry Banking, said, "When bank customers experience extensive wait times due to high call volume, the overall customer service experience deteriorates. This is especially apparent during highly sensitive times such as conversions. With the introduction of *jhaCall Center* overflow and after-hours support, banks have a partner in handling specific times of increased call volume. This service improves internal efficiency, reduces demands on bank staff, and helps ensure consistent customer service when the bank needs it most."

### About Jack Henry Banking

Jack Henry Banking, a division of Jack Henry & Associates, Inc., is a leading provider of integrated computer systems for banks ranging from de novo to multi-billion dollar institutions. Jack Henry Banking currently serves more than 1,300 banks as a single source for integrated, enterprise-wide automation and as a single point of contact and support. Additional information is available at [www.jackhenrybanking.com](http://www.jackhenrybanking.com).

### About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc.® (NASDAQ: JKHY) is a leading provider of computer systems and electronic payment solutions primarily for financial services organizations. Its technology solutions serve more than 11,300 customers nationwide, and are marketed and supported through three primary brands. **Jack Henry Banking®** supports banks ranging from community banks to multi-billion dollar institutions with information processing solutions. **Symitar®** is the leading provider of information processing solutions for credit unions of all sizes. **ProfitStars®** provides best-of-breed solutions that enhance the performance of domestic and international financial institutions of all asset sizes and charters using any core processing system, as well as diverse corporate entities. Additional information is available at [www.jackhenry.com](http://www.jackhenry.com).

*Statements made in this news release that are not historical facts are forward-looking information. Actual results may differ materially from those projected in any forward-looking information. Specifically, there are a number of important factors that could cause actual results to differ materially from those anticipated by any forward-looking information. Additional information on these and other factors, which could affect the Company's financial results, are included in its Securities and Exchange Commission (SEC) filings on Form 10-K, and potential investors should review these statements. Finally, there may be other factors not mentioned above or included in the Company's SEC filings that may cause actual results to differ materially from any forward-looking information.*

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