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Isabella Bank Leverages Jack Henry Banking's jhaEnterprise Workflow Solution to Enhance Efficiency, Customer Service

- \$1.4 billion bank reduces reliance on paper, manual processes -

MONETT, Mo., May 27, 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 that Mount Pleasant, Mich.-based [Isabella Bank](#) has implemented the *jhaEnterprise Workflow*[™] process management solution to enhance business efficiencies.

Isabella Bank was seeking a user-friendly, integrated process management platform that would further automate its existing workflows and identify new ways to standardize business processes. The bank migrated to *jhaEnterprise Workflow* and realized significant efficiency improvements through the solution's seamless integration with Jack Henry Banking's Synergy Enterprise Content Management[™] platform and SilverLake System[®]core technology.

According to Amy Vogel, vice president and chief risk officer for Isabella Bank, "When Jack Henry Banking first introduced us to *jhaEnterprise Workflow*, we viewed it as an opportunity to improve efficiency and, indirectly, customer service, without overhauling a customer-facing technology. We are now able to handle growth and increasing compliance demands without adding staff."

The bank's paper documents are converted to digital files, which improves process consistency and reduces the risk that files could be lost or mislabeled. The integration between systems helps ensure that documents immediately enter the workflow process and receive all necessary approvals and signatures in a timely manner. This allows customer needs such as account openings and change approvals to be fulfilled faster because the process begins instantly instead of waiting for documents to be delivered at the end of the day. Training has also been simplified as procedures have been standardized across operational areas.

Vogel continued, "From new account opening to audit preparation and lending automation, the platform has helped us save time and develop more consistent procedures. The success of this initiative is largely due to Jack Henry Banking's close work with our team to identify processes that could utilize the integration with other systems and replace manual activities with automated ones. Their team was supportive and thorough in their training and education efforts, leaving us well-prepared to continue improving our operations through the use of workflow technology."

Stacey Zengel, president of Jack Henry Banking, said, "Efficiency is vital in today's banking environment as management teams must focus on growth while handling rising compliance pressure. Our *jhaEnterprise Workflow* system was designed to help banks reduce their reliance on unnecessary manual processes to realize cost and time savings. This technology, combined with the expertise of the Jack Henry Banking team, are important tools for institutions such as Isabella Bank. We look forward to continuing our work with Isabella Bank as they use automated workflow and deep integrations to improve operations and customer service."

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.

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 almost 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 a leading provider of information processing solutions for credit unions of all sizes. **ProfitStars**[®] provides highly specialized products and services that enable financial

institutions of every asset size and charter, and diverse corporate entities to mitigate and control risks, optimize revenue and growth opportunities, and contain costs. Additional information is available at 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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