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Jack Henry Banking's jhaCall Center Fulfills Need for Scalable Customer Support

Peoples Security Bank and Trust, Washington Trust Bank, Midwest BankCentre are among the growing number of financial institutions expanding channel availability to better manage customer relationships

MONETT, Mo., Dec. 8, 2016 /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 that 57 unique institutions have used [jhaCall Center](#)[™], a comprehensive telephone support and customer service solution for banks' evolving operating environments and digital initiatives.

The role of call centers has expanded to accommodate a society with 24/7 banking expectations and plenty of self-service channels. Jack Henry Banking clients have contracted for every version of *jhaCall Center* to date, and over 70 percent of the contracted banks have used more than one of the available services: *jhaCall Center In-House*[™], *jhaCall Center Outsourced Services*[™], *jhaCall Center Outsourced Services After Hours*[™], *jhaCall Center Outsourced Full Business Services*[™], and *jhaCall Center Outsourced Select Services*[™]. Since the solution is designed to meet the individual needs of each institution - in both the services provided and the type of delivery model - banks can choose when and where they need assistance, including the type of calls supported. This a la carte approach has proven valuable in many scenarios.

Pennsylvania-based Peoples Security Bank and Trust realized the stress being put on its existing call center, particularly during a major event. The \$1.9 billion bank selected the full-service option of *jhaCall Center* to have the assurance of complete customer support. Debbie Dissinger, COO for the bank stated, "Since implementing this solution, we have been able to expand call center hours and extend our customer service into the night. *jhaCall Center* volume is actually higher than expected, which seems to indicate there was more of a demand for late hours service than we originally thought. Now, we can serve our customers more effectively; even with a rush of calls, such as the increase in call volume we experienced when we began issuing EMV cards. We can breathe easier knowing that we have been proactive in preparing for any major high volume call event."

The \$4.85 billion Washington Trust Bank implemented *jhaCall Center Outsourced Select Services*[™] for call center augmentation when call volumes are higher than normal, such as during significant events. The bank wanted to continue to provide exceptional service as it helped customers acclimate to its new online banking platform. Sharry Ditzler, chief information officer, explained, "With this conversion affecting nearly 35,000 of our customers, we knew we needed to be prepared. We could never have managed the call volume we received on our own without adding quite a few staff. The scalability of the solution, coupled with the expertise we receive from Jack Henry Banking, got us through the event while maintaining our high levels of service and support."

Midwest BankCentre out of St. Louis wanted to expand its customer support availability to stand out from the competition.

The \$1.8 billion bank installed *jhaCall Center Outsourced Services After Hours*[™] to put customer service first and add flexibility into the call center process. Donna Dieckmann, vice president of product management and business intelligence, stated, "As a community bank, we didn't want to say to our customers that you can only bank with us when we want you to. People don't expect us to be available on Saturday and Sunday. We are, and being available weekends and nights is a big advantage."

Stacey Zengel, president of Jack Henry Banking, added, "Customer service is the primary expression of a bank's relationship with its community. We are seeing that many banks believe in strengthening the call center to help sustain valuable relationships as well as build new ones. Although a bank's physical doors may close, someone can be available to talk whenever customers want it. This personal alternative complements and supports the access that customers have come to expect from digital channels."

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 1,200 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 technology solutions and payment processing services primarily for the financial services industry. Its solutions serve approximately 10,500 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.

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