

Jack Henry Platform

Google Cloud Platform (GCP) Migration

frequently asked questions

what is a cloud migration?

A migration process involves transferring data, applications, and other business elements from one cloud service provider to another. It can be a complex operation requiring careful planning and execution to ensure minimal disruption to services and data integrity.

when will the migration occur?

The migration will take place on Sunday, March 10, 2024 starting at 12:01 a.m. CT and end March 10, 2024 at 5:00 a.m. CT. Please note that due to Daylight Saving Time, it will be a four-hour maintenance window. During this time, our engineering and infrastructure teams will move everything from Azure into GCP. This timing aligns with our standard monthly maintenance routines.

how is the Banno move different from the first move?

In our first move, what many formerly knew as Internet Solutions (IS) and its workloads had not switched data centers for over a decade. Additionally, the IS systems were moving into modern platform and environmental dependencies that Banno already has. As a result, there was a large amount of cross-network communication that was undocumented and had to be redone.

In this move we are taking the current jConnect IP space and moving it to GCP. This will be the fourth cloud hosting location move for Banno. Moving this workload is something that has been successfully completed multiple times by our Digital teams and we feel confident in this move. While we anticipate some bumps/challenges as it relates to this move, they are at a very different and much lower risk profile than those that we experienced with the first Digital move.

how will services be impacted during the migration?

During the migration we anticipate the platform experiencing full interruption for four hours. This means that there will be no connectivity, for admins and/or customers, during this timeframe.

As workloads shift and services are brought online in GCP, certain parts of the platform may experience interruption throughout the exercise. In case any complications should occur, we will utilize <http://status.banno.com> for updates, along with any necessary SLA communication.

will my marketing website be completely unavailable during this maintenance window?

If you host your public-facing website with Jack Henry, yes. The Banno CMS and all marketing websites are included as a part of this migration. We will be prioritizing to get the websites back up as quickly as possible while we continue to restore the remainder of our services. It is possible that during the maintenance window, your microsite could populate but it will depend on the level of network availability.

is OpenAnywhere a site that will also be undergoing maintenance?

OpenAnywhere is *not* part of this move and will happen at a future time.

how will this affect SmartPay?

This has been in our SLA communications up to this point but we're doing everything we can to help facilitate those FI-managed permissions on your behalf. We're working with EPS to update IP ranges for allow lists if you use the IP restrict within Smart Pay. But, we still encourage you to review that if you still want to utilize that functionality.

what will Banno users see during the transition?

The page will not load and may display an error message. As services are brought back online there is the possibility that certain aspects of an application or webpage will populate but still not be live.

what is the process for bringing systems back up?

Initially, you might notice some fluctuations as we fine-tune configurations. This could lead to intermittent service disruptions, but as we progress the system stability will improve.

The primary functions such as logging in, viewing accounts, and basic online banking will be prioritized first. Then we'll move on to checking additional features such as card controls, bill payments, and remote deposit capture to ensure everything is running smoothly.

what is the advantage of GCP over Azure?

Our partnership with Google brings extended capabilities and stability through the Google Cloud Platform, making your experience with Banno even better. This includes increased uptime, faster deployments, enhanced security, and more. Additionally, this transition shows we're ready to handle anything - whether it's natural disasters, tech hiccups, or cyber-attacks, we've got you covered.

We're excited about our transition to GCP, and here's why: With Google, we have dedicated Technical Account Managers (TAMs) who will closely monitor our operations through private channels, ensuring we're always on top of any issues. Looking ahead, we're confident that our overall stability, uptime and partner support will greatly improve with Google.

what security improvements does GCP offer?

GCP offers several network security features that we will immediately be using. In particular, connections to any part of the Banno Platform from certain types of IP addresses will be blocked. We frequently see these types of IPs used for account takeover and credential stuffing. Types of IPs that will be blocked include:

1. Known malicious IPs
2. TOR exit nodes
3. Known anonymous proxies
4. Low reputation Virtual Private Networks (VPNs)

how will this benefit banks and credit unions?

GCP offers top-notch multi-layered protection with security measures like data encryption and threat detection, ensuring your customers' information stays safe. Not to mention, it's certified for industry regulations like PCI, DSS, and HIPAA, so you can rest easy knowing you're meeting all the necessary data privacy and security standards.

This migration also offers an improved customer experience. With GCP's global network and scalable infrastructure, you gain faster and more reliable services – ensuring minimal downtime. This migration will also allow you to leverage AI and machine learning tools to create personalized recommendations and targeted marketing campaigns, increasing customer engagement. And when it comes to innovation, GCP will enable you to deploy new digital banking features more quickly and efficiently.

With GCP, you can harness the power of data-driven insights using tools like BigQuery, enabling you to understand customer behavior and make informed business decisions. Additionally, GCP offers cloud-based disaster recovery solutions to ensure uninterrupted business operations in the face of unexpected events. And let's not forget about sustainability – GCP's energy-efficient infrastructure helps reduce your environmental footprint, aligning perfectly with ethical consumer preferences.

what is one use case or example of the benefit of GCP?

Migrating to GCP offers significant advantages in addressing cloud security concerns, especially regarding misconfigurations that often lead to breaches and attacks. With GCP's robust security measures and tools, such as advanced access controls and threat detection, businesses can effectively prevent and protect against misconfigurations that put their data at risk. This proactive approach allows organizations to block ineffective configurations at a broad level, enhancing overall security posture.

Moreover, the partnership between GCP and the Jack Henry Chief Information Security Officer (CISO) team strengthens security efforts, ensuring alignment with industry best practices and regulatory requirements. By leveraging GCP's comprehensive security offerings and collaborating closely with the CISO team, businesses can bolster their defenses against evolving threats in the cloud environment.

Additionally, while some customers may initially express reluctance to adopt cloud technologies due to security concerns, ongoing education and dialogue with new leaders are essential in dispelling misconceptions and highlighting the benefits of cloud computing. As the landscape continues to evolve, embracing cloud solutions becomes increasingly vital for staying competitive and meeting the demands of modern business operations. Therefore, organizations must engage with stakeholders to address any reservations and foster a culture of innovation and security consciousness in the cloud.

as a financial institution, how should I prepare for the migration?

To minimize the risk of interruption, you should update any traffic allow/deny lists managed by your financial institution or your vendors. These updates should include the source networks for Banno Platform traffic from our new IP addresses.

Those address are as follows:

34.28.173.105	34.86.8.73	34.150.189.205	35.223.211.119	35.245.9.28
34.29.100.65	34.86.45.93	34.172.96.251	35.224.134.249	35.245.59.5
34.30.183.205	34.86.193.238	35.186.189.94	35.225.222.103	35.245.131.89
34.30.231.160	34.86.249.10	35.188.255.55	35.226.174.114	104.154.29.232
34.48.17.244	34.123.195.5	35.194.82.92	35.232.79.192	104.154.130.129
34.48.40.164	34.135.87.254	35.202.249.150	35.236.203.179	104.197.255.72
34.85.227.147	34.136.33.57	35.221.53.152	35.236.252.11	

where can I find real-time monitoring of product or infrastructure systems?

There will **not** be any real-time updates as we're going through the maintenance. We will update <http://status.banno.com> should we run into any complications along with any necessary SLA communication.

what do we do if we run into any issues after the migration?

If there are issues that extend beyond the scheduled maintenance to complete the migration, we will proactively communicate about any wide-spread / known outstanding issue that we're still tracking. If you think you're experiencing an issue specific to your financial institution after the migration maintenance window has closed, you can log a case through the For Client Portal or place a call with the JH Call Center to assist in your case opening.

how will activity events be impacted?

Events in both Banno People and the Banno Activity application for employees using back office applications will only have recent events (about 2 weeks worth). There will be no data loss, but the remaining activity events will migrate in the days following the move.

what will happen to Banno marketing ad impression data?

Only recent ad impression data will be immediately available after the transition. There will be no data loss, but historical ad impression data will migrate in the days following the move.

do you expect any issues with the 4Sight Disaster Recovery exercise that is planned for post-migration if there are issues?

The Banno migration does not directly impact the 4Sight Disaster Recovery exercise. However, in the event of issues that delay the migration, it is possible that the 4Sight exercise may need to be delayed.

is there any impact on external accounts?

There is no anticipated impact on any external accounts. In addition, this transition will not necessitate any action or changes on the part of our valued customers.

we're here for you every step of the way

Stay in the know throughout the migration. status.banno.com

For more information about Jack Henry, visit jackhenry.com.