

JHA Treasury Management™

# Consulting Services

Making the move to Treasury Management is a big undertaking, but don't worry, we're here to help with two highly customizable consulting engagements.



## Focused learning engagement

Take a deep dive into Treasury Management with the guidance of our product specialists, ensuring your team gets started on the right foot.



## Platform transition engagement

Product transitions are complicated enough on their own, but add in a core conversion and things can get messy. In this engagement we'll work with you to learn the ins and outs of both the Treasury Management and SilverLake systems, and how to use them together successfully.



## JHA Treasury Management™ Consulting Services

# product transitions are hard, but we're here to help

We're honored that you've decided to make the leap to Treasury Management, and we're committed to doing everything we can to ensure this is a great strategic decision for your financial institution. To help you get started on the right foot Jack Henry offers consulting engagements designed specifically for working through the tricky transition to Treasury, preparing you to launch your new product with enthusiasm and confidence.

We offer two engagement types as a starting point, both of which can be customized for your unique situation:

## Engagement Option #1

# focused learning engagement

If you're an existing SilverLake client preparing to adopt the Treasury Management platform this is the perfect engagement for you. From training and communication, to onboarding and support, we'll cover all the big topics.

We know that every financial institution is unique. That's why our schedule is highly customizable – in both session content and meeting frequency – so we can work with you through your primary concerns at the pace that makes sense for you and your team. Whether you need general guidance or have specific questions and use cases, we can design a program to help you accomplish your goals.

## How does the Focused Learning Engagement play out?

We'll propose recommendations based on our years of experience, but we think of these engagements as a partnership, taking guidance from you on how we design the content and areas of emphasis to make sure it serves you well.

The program duration is eight sessions and approximately 12 hours total. Want to do all eight sessions in the same week? Can do. Need to work around an already packed schedule and space out the meeting frequency? That's fine too. A typical engagement will include one or two sessions per day over a period of two weeks, but we can accommodate almost any cadence you prefer.

We approach our Focused Learning Engagements in three phases:

### 1. Customized Planning

We kick off our engagements by interviewing you to get a full picture of your team, customer base, how you envision using the Treasury Management platform, and any perceived obstacles. From there we'll propose focused areas of study for our engagement – with you making the final decisions on the topics we cover.

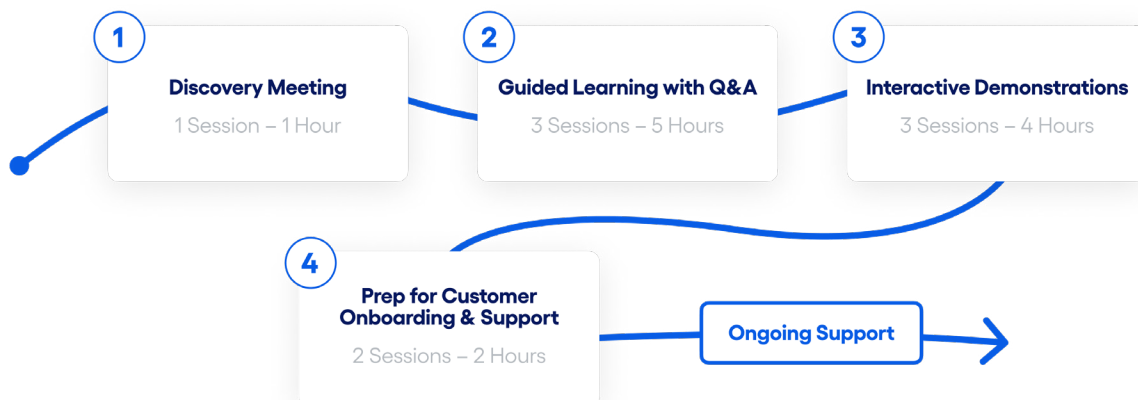
### 2. Collaborative Exploration

With our roadmap drawn out we'll dive deep into each specific topic, providing specialized guides and recording each session. All of these resources are yours to keep – maybe they even become part of your new employee onboarding curriculum.

### 3. Clarifying Questions

We always make sure to leave time for Q&A, both during and after each session, ensuring that there are no lingering questions or missed points when we wrap up.

An example engagement might look something like this:



## We'll leave you prepared

Whether you're planning a full-scale conversion from your current platform, or a slower paced rollout, we'll make sure by the end of our engagement you feel prepared. We'll even provide our best tips and tricks to equip your team as they gear up to support customers through the transition. Plus, if you do run into any complex challenges, our Treasury Management support team is here to help.

## Engagement Option #2

# platform transition engagement

If you'll be transitioning to SilverLake from a different core system – at the same time that you're adopting Treasury Management – this is the engagement for you. We know that core conversions are a massive undertaking, and you probably have a lot on your plate. Your team will have a lot of new territory to cover, and Treasury Management probably isn't the only new system they'll need to adjust to. Not to mention the fact that your most important and profitable customers will be adjusting to the platform as well – that's a lot to juggle.

No need to worry, that's where we come in. Our product specialists have been through this process a time or two. We know all the ins and outs of both working through a core conversion and successfully rolling out a new product. This engagement will allow you to focus on what matters most, alleviate the new-product scramble, and ensure you're confident and prepared on day one.

## How does the Platform Transition Engagement play out?

Depending on your timeline and availability this engagement can last anywhere from one to three months, including a total of 16 sessions and approximately 24 hours of one-on-one time with our product specialists.

During our sessions we'll discuss challenges, make key decisions about the transition, and learn how to use all the new tools. In the early phases we'll focus on learning the Treasury Management platform and understanding how it works with the SilverLake core system. As we progress we'll devote time to preparing for your conversion by mapping out parameter decisions that must be made, identifying and planning for gaps, and considering your communication strategy.

This engagement isn't product training or support – it's much more than that. By combining our intimate product knowledge with years of experience at rolling out new platforms we're able to offer a real jump start into the Treasury system, preparing you for a successful transition.

Here's a breakdown of what you can expect to accomplish during our Platform Transition Engagement:

- **Explore Current Business Processes**

We know that you've spent a lot of time with your existing system. You know it inside and out, and you've built your business using it. Our first goal is to understand how your business works today – everything from client onboarding, relationship management, payment processing, risk management, and more – to figure out how we can make the transition to Treasury as seamless as possible, and maintain the hard work that you've done in the past where we can.

- **Develop Best Practices and Policies**

We'll take the time to review all of Treasury Management's important parameter options and get things set up in the way that best fits you and your customers.

- **Understand SilverLake Core Dependencies**

To give you and your team a full picture of how Treasury Management integrates with SilverLake we'll review all the relevant core dependency details – you'll be experts in no time.

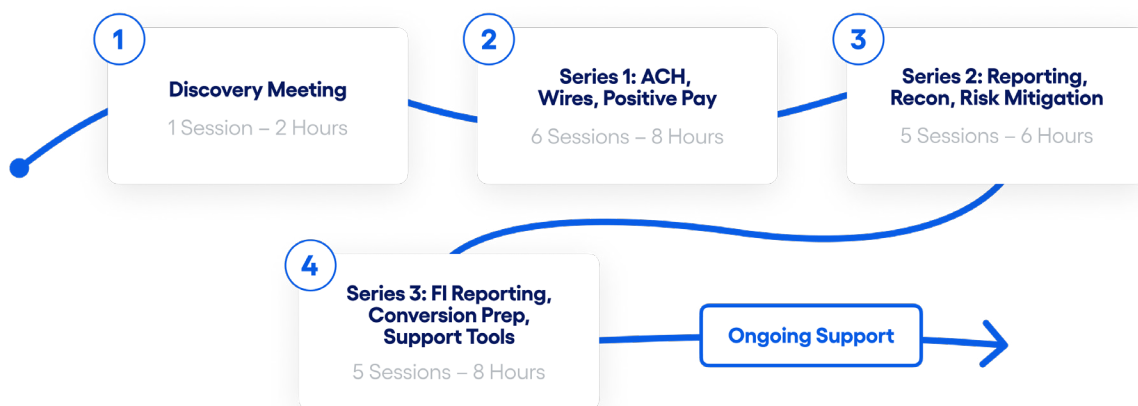
- **Establish Risk Mitigation Strategies**

One of Treasury Management's greatest strengths is its powerful and configurable risk mitigation options. To make sure you're taking full advantage of everything the platform has to offer we'll review the available tools and establish a strategy for managing risk.

- **Plan Communication Strategies**

An important aspect of any successful product transition is how you communicate the changes to your customers. We'll work with your team to develop an appropriate strategy to guide them through the conversion.

An example engagement might look something like this:



## We won't leave you hanging at the end

No need to worry about us disappearing at the conclusion of our engagement. We partner with the Jack Henry Conversion Team to provide direct support for the first full week following your live conversion, and we'll even remain available upon request for critical support issues and production challenges after that.

NOTE: For institutions converting from a third-party core, an expanded engagement of up to 24 sessions and 36 hours is available. This is an intensive three-to-four-month engagement for institutions with resources dedicated to Treasury Management.

## Testimonials

# don't just take our word for it

Here's what we've heard from the financial institutions we've worked with in the past:

"Thanks for the great training experience and your willingness to be so flexible with our schedule!"



**Orrstown Bank**  
Pennsylvania

"These sessions were highly valuable to our Team in gaining a full appreciation of the Treasury Management System."



**Univest Bank**  
Pennsylvania

Ready, set, go!

## how do we get started?

Once you say "let's do this!", we'll get the ball rolling by having you complete a product survey that helps us understand where you're at today – including your current customer base, payment volumes, baseline product offerings and more. After that we'll have a kickoff meeting to talk through all the details of your current business processes in depth. From there, we'll outline a unique engagement plan for your financial institution, which you'll have a chance to review and approve before we move forward. Once we're all on the same page it'll be time to dig in and start discovering all the great tools waiting for you in Treasury Management.

## providing guidance every step of the way

Let's talk about this together. [treasuryinfo@jackhenry.com](mailto:treasuryinfo@jackhenry.com)

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).