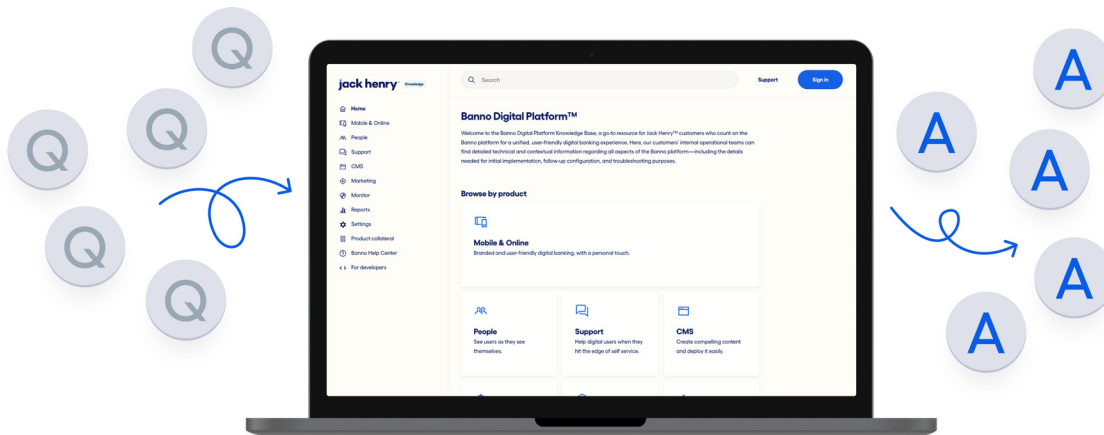


Jack Henry Platform

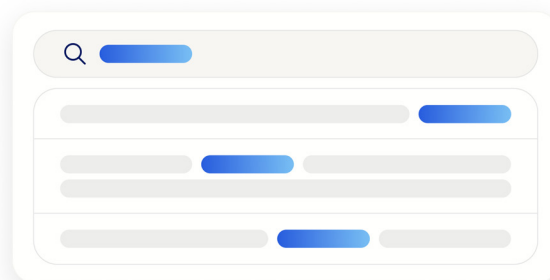
Knowledge Base

The Jack Henry Knowledge Base helps you learn the ins and outs of using Jack Henry's products, such as the Banno Digital Platform™ and JHA Treasury Management™. It exists to help ensure products are used effectively and efficiently, and offers a single source of truth for product information. There can be a lot of questions about our products when it comes to implementation, configuration, and troubleshooting, and the Knowledge Base aims to provide answers.



helping you help others

Acting as a 24/7 hub for finding documentation related to feature functionality, technical how-to, and frequently asked questions, the Jack Henry Knowledge Base provides a searchable environment for support teams to find answers to common questions and issues.



We believe that finding answers to questions – with ease – not only makes an exceptional customer experience for your support team, but for your accountholders, too. By giving support teams the resources they need to better understand Jack Henry's products, they're better able to provide personalized support to their accountholders, shifting from helping with simple tasks to efficiently resolving more complex issues. Not to mention, cutting back on the number of open support cases boosts employee morale, reduces burnout, and speeds up onboarding.

always growing documentation

Jack Henry's products are continually expanding, so our documentation is too. An entire team collaborates with representatives from Product, Implementation, and Support to ensure all documentation reflects current products. This team keeps a pulse on financial institutions' needs, utilizing analytics on user behavior and customer feedback and applying those insights to regular revisions and additions to the Knowledge Base.



Averaging 4,500
total users per month



Nearing 40,000
total users per year



Totaling 255,000
pageviews per year

The Knowledge Base allows you to keep doing what you do best – meeting your community's local banking needs – with ease.

serving up support with knowledge

Let's talk about this together. digitalexperience@jackhenry.com

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