Digital Banking Platform

Google Cloud Platform (GCP) Migration for JHA OpenAnywhere™

As part of our initiatives to continuously improve our technology and deliver better performance and increased security, JHA OpenAnywhere will be migrating from Microsoft Azure to Google Cloud Platform (GCP). This document outlines key information about the move, the steps we'll need you to take, and frequently asked questions. We plan to update the document as needed throughout the project. The most recent version will be available on our Knowledge Base.

cloud migration project overview

What is a cloud migration?

A cloud migration 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 OpenAnywhere migration from Azure to GCP will take place in October 2025. We'll share the migration timeline as soon as it's finalized.

How will services be impacted during the migration?

During the migration, we anticipate the platform will experience full interruption for approximately four hours. This means that there will be no connectivity for your administrators 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. If any complications should occur, we will provide SLA communications using Everbridge.

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 OpenAnywhere 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)

preparing for migration

To ensure a smooth and efficient migration, you'll need to work with the technical team at your institution and reach out to any third-party integrators you use as a part of your OpenAnywhere application process.

Update IP Address Allow and Deny Lists to Include the Customer-Facing Application Hosted in GCP

To minimize the risk of interruption, you should update any traffic allow/deny lists managed by your financial institution, and ensure your third-party vendors like Alloy, IDScan.net, etc. also update their allow/deny lists. These updates should include the source networks for OpenAnywhere Platform traffic from our new IP addresses.

Those addresses are as follows:

- 34.46.78.27

- 34.170.130.31

- 35.199.35.28

- 35.245.200.128

- 34.13.117.125

Please note that additional IP addresses may be identified in September. This document will be updated to reflect those additional addresses as needed.

post-migration

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.

How will I know the status of my migration?

We will send regular updates to keep you informed about the status of your migration and inform you promptly if any issues arise. If you have any questions during the process or need to report an issue during testing, please log a case through the ForClients portal with 'GCP Migration' in the summary. This will help us route your case more quickly to our team.

How will any post-migration issues be handled?

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 ForClients portal or call Jack Henry's Contact Center at 800-299-4222 for assistance in opening a case.

frequently asked questions

Is there a GCP Due Diligence package?

Yes, as part of our commitment to ensuring a smooth and transparent transition to GCP, a comprehensive Due Diligence package is available in the Compliance section of our ForClients portal. These documents cover critical information including security protocols, compliance standards, data

migration procedures, and service level agreements. Here are links to the items that you're likely to be most interested in:

- [Vendor Review – Google Cloud Platform](#)

- [Jack Henry Certificate of Insurance Companion Letter](#)

How is this different from other Jack Henry solutions' moves to GCP?

With quite a few completed GCP migrations under our belts, our OpenAnywhere customers will benefit from our lessons learned and the resulting process improvements – those will help us ensure that this migration is as smooth as possible.

How does this migration benefit banks and credit unions?

GCP provides a secure foundation for your digital transformation:

- **Robust security:** Multi-layered security measures, including data encryption and advanced threat detection, safeguard your end users' information.

- **Compliance:** Industry certifications (PCI DSS, HIPAA) ensure adherence to stringent data privacy and security standards.

Enhances customer experiences and drive business growth:

- **Improved performance:** GCP's global network and scalable infrastructure deliver faster, more reliable services with minimal downtime.

- **Accelerated innovation:** Deploy new lending features quickly and efficiently.

Unlocks operational resilience:

- **Disaster recovery:** Cloud-based solutions ensure business continuity in the face of unexpected events.

- **Sustainability:** Reduce your environmental footprint with GCP's energy-efficient infrastructure.

You can find more information about the security benefits of GCP on our [ForClients portal](#).

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.

we're here for you every step of the way

Our team is here to support you. Reach out to us on the ForClients Portal with 'GCP Migration' in the summary and we'll be in touch.

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