



## SYNERGENT SOLUTIONS

Synergent ensures credit unions have the financial technology they need to best serve their members. For over 50 years, our unique strength has been the ability to deliver customized, integrated solutions through a single source as a data-driven managed services partner. We are a strategic host of Jack Henry™ Symitar® core processing, and trusted industry experts providing payments, technology, and marketing services.

Your members are why you're here. Your credit union is why we're here.

### TECHNOLOGY

Synergent brings credit unions the best of both worlds. We've devoted considerable resources to identifying and deploying best-of-breed add-on solutions, and integrating them with the Jack Henry™ Symitar® core processing platform to provide credit unions with a seamless, end-to-end solution. While we partner with a wide range of industry leading third-party vendors, Synergent serves as a single point of contact for all service needs. No matter the product, our team of experts knows how to choose it, install it, integrate it, and help credit unions get the most out of it.

### MARKETING

We make reaching out to members simple and effective. Our targeted marketing services leverage data to assist with loan growth, product penetration and marketing automation, including onboarding, enhanced statement processing and email marketing. We also use data mining to track results and find opportunities to deepen connections between credit unions and their members.

### DIGITAL BANKING & FASTER PAYMENTS

Credit union members demand convenient, secure, and seamless transactions in near real-time. Synergent gives credit unions the tools they need to exceed member expectations and stay competitive. We can help you find the right digital banking solution from one of our supported partners, such as Access Softek, Alkami, or Banno, as well as Faster Payments solutions, such as JHA PayCenter, RTP Network, and Zelle®.

### PAYMENTS

In a data environment with growing challenges and risks, credit unions want protection, speed, and support. The security and peace of mind of members is our highest priority. Synergent Payments offerings include fraud protection, compliance, and the latest in debit and credit card solutions, contactless payments, and electronic check collection. For member convenience, we offer mobile channels and Shared Branching.

## TECHNOLOGY

### CREDIT UNION SERVICES

- Hosted Jack Henry™ Symitar® core processing
- Jack Henry Symitar core consulting
- SymForm™ or SymForm modification
- Software challenge assistance
- Immediate online & telephone support for member needs
- Remote, WebEx, & custom training

### CONVERSIONS

- Symitar core platform conversions & migrations
- Data refinement & mapping
- Digital banking
- Audio banking
- Electronic forms
- Check processing
- ATM/debit card services
- Conversion marketing campaign
- Database validation
- Staff training on Symitar core processing platform & ancillary products

### OPERATIONS

- Daily support of digital banking, audio banking, optical archive, & credit retrieval systems
- Work with third-party vendors
- Nightly batch processing & database backup
- Member notice & statement printing
- eServices
  - Server monitoring
  - Incident management & issue resolution
  - Report imports into Synergy Enterprise Content Management™
  - Process credit union-specific files produced on Symitar for Synergy user access
- Telecommunications
  - 24/7 monitoring of all credit union or third-party circuit connections & performance
  - Completion of My Synergent incident & change tickets

- Production
  - Processing of incoming ACH items from the Federal Reserve
  - Creation of return draft & ACH items

### CORPORATE INFORMATION SYSTEMS (CIS)

- Internal support
- Network security
- Infrastructure design & maintenance
- Third-party VPN integration
- Secure file delivery
- Advanced issue resolution

### IT SUPPORT SERVICES

- Customized programming through PowerOn®
- SymXchange programming
- Archive conversions
- Mergers to Symitar core processing
- Business analysis
- Third-party integrations
- Core data reporting that aids credit union decision making

## PAYMENTS

### CARD SERVICES

- EFT processing
- Credit & debit card processing & reporting
- Instant in-branch card issuance
- Plastic management
- Contactless cards
- ATM managed services
- EMV & tokenization
- Merchant processing
- Contact Center
- Surcharge-free SURF & CO-OP ATM networks
- Rewards programs
- Faster Payments
- Risk management
- Digital banking integration
- Payments & fraud consulting
- Project & vendor management
- Full-service data dispute (chargeback) processing
- Transaction routing analysis
- Make It Mine programming

### CHECK PROCESSING & SUPPORT SERVICES

- Electronic Check Collection
  - Branch
  - Remote
  - Merchant
  - Member
- Share draft processing/inclearing
- Adjustment processing
- Multiple settlement options

## MARKETING

- Strategy development
- Marketing consultation
- Creative concepts, art direction & design
- Targeted, personalized direct mail with data mining & tracking
- Comprehensive email marketing
- Symitar-centric marketing solutions
- Conversion & merger communications
- Onboarding & reboarding
- Personalized microsites & landing pages
- Web portal ordering
- Advertising specialties & promotional giveaways
- In-house printing & copywriting
- Statement processing
- Enhanced member statements

## EFFICIENCY

- Data-driven strategies & profitability solutions
- Back-office efficiency
- Retail delivery
- Risk management, security & compliance
- Disaster recovery & business continuity
- Item & document imaging
- Professional education