



TECHNOLOGY

WHY CHOOSE SYNERGENT AND JACK HENRY™ SYMITAR®?

When it comes to leveraging technology and supporting credit unions, Synergent is second to none. As a FinTech-focused service bureau working exclusively with credit unions, we offer the Symitar® system from Jack Henry™ for core processing. We also offer payments, programming, marketing, and data analytic services, that are integrated and delivered via a single point of contact. With Synergent, our customers know that struggling to coordinate multiple third-party vendors is a thing of the past. Synergent handles it all. Our mission is to help credit unions succeed, and improve the financial lives of their members.

RELYING ON A TRUSTED PARTNER

Experience: Synergent is one of the largest, most experienced providers of Symitar in a service bureau environment. We have been delivering core processing solutions since 1971 and our team is by your side from start to finish. From the time you make the call to convert to Symitar through Synergent, our team works with you through the conversion, guiding your staff through onboarding, providing customized programming solutions, and remains your high-touch service provider moving forward. To date, we have completed hundreds of product integrations, allowing credit unions to thrive while maintaining their unique brands.

Service and Support: Our credit union customers are delighted, with nearly all users reporting overall satisfaction with Synergent's service delivery. Each Synergent credit union is assigned to and supported by an account relationship manager (ARM), who becomes their point person for all questions, solutions, and support. Starting with the ARM, the Synergent team of support associates, business analysts, programmers, trainers, and conversion and implementations specialists work together to serve credit union members and to achieve your credit union goals.

GETTING THE MOST FROM YOUR INVESTMENT

Automation Pioneer: In 2005, Synergent was the first to run automated solutions using SMA OpCon at a credit union. Today, this is packaged along with Symitar and is run routinely at hundreds of credit unions. Through Synergent, over 239 million automated jobs tasks, scripts, and FTPs have been processed through OpCon. This translates to 99.5% automated operational delivery of credit union processing requirements, 24/7/365.

Maximizing the Long-Term Value of Symitar: Our System Utilization Reviews are a powerful part of Synergent's service delivery. These reviews ensure that as technology and your credit union's

Synergent offers Symitar for core processing to credit unions in a service bureau environment.

As a FinTech-focused service bureau, credit unions can maximize their core investment by using the integrated payments, programming, data, and marketing services that Synergent also provides.

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needs evolve, so does your credit union's use of Symitar and Synergent services.

Accessibility: Members of Synergent's Senior Leadership Team will visit with credit union management within the first week to 10 days following conversion or migration. This same team also conducts annual Dialog Visits at each credit union. Dialog Visits are half-day, strategic reviews (past, present, and future) of the ongoing Synergent partnership.

Third Parties: Synergent recognizes that each credit union's needs are different, and so are the third-party solutions they desire to deploy and integrate with Symitar. Synergent supports its credit unions as an advisor and/or systems integrator as the situation requires, for Symitar is one of the most open and flexible platforms for integration. This flexibility has been recognized by Aite Group, giving Symitar the Alliance and Most Open Architecture Award.

SLEEPING EASIER AT NIGHT

Business Continuity: With our Pineland Operations Center, Synergent delivers complete disaster recovery/business continuity for Symitar, along with the technology solutions we deliver out of our Westbrook Data Center.

Simplified Vendor Management: Synergent delivers and supports, either directly or through partnerships, scores of integrated solutions and services. In doing this, we become a single source for all ongoing vendor management and due diligence materials as well as ensuring any third-party partner-provided services and support meet expectations.

Good Night Processing: Overnight, quarter-end and year-end processing become our responsibility, not yours.

Release Management: Synergent does all release testing and system upgrades for all of our credit unions so they don't have to. This creates efficiencies and minimizes disruption.

SOC2 Type 2: Synergent provides our credit unions with the audit report annually and free of charge.

END-TO-END SOLUTIONS

Targeted Marketing and Data Mining: Targeted marketing gets the right offer, to the right member, at the right time. Using the member data you already possess, our team can help your credit union convert data into profits by extracting data, executing a targeted marketing campaign, and providing post-campaign data analytics.

Payment Services: Fraud protection, compliance and the latest in mobile payments, chip-enabled technologies, contactless cards, and electronic check collection are a few of the helpful resources credit unions can access through Payment Services.

Telecom: Reduce IT costs and increase the reliability of your core connections by letting Synergent manage your telecom needs. From dynamic routing integration with seamless automated failover, to fully monitoring and managing your equipment and WAN services, Synergent simplifies your network operations and incorporates monitoring and redundancy. We also are able to connect credit unions with hosted phones, website hosting, end-point antivirus, Backup-as-a-Service, and help desk services.

For More Information

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RIGHT TIME. RIGHT PLACE. RIGHT SOLUTION.