

The Power of a Strong Tech Relationship: **accelerate your financial institution's growth strategy**

Community and regional financial institutions face mounting pressure to deliver exceptional accountholder experiences, launch innovative offerings, and operate more efficiently. Technology is at the center of these goals, but the right tech provider does more than deliver solutions. As an adviser, they can also help you stay competitive in a rapidly changing market.

why the right banking technology provider drives agility and growth

Your success depends on more than great features – it requires a strong, collaborative relationship. The wrong provider can slow your ability to adapt when the market demands agility. The right one acts as a champion for your financial institution, sharing expertise, anticipating needs, and fostering a “we win together” mindset.

A true ally helps you:

- Identify emerging opportunities and threats
- Connect with industry peers and resources
- Leverage technology to help you be competitive



what financial institutions need in a strategic technology provider

Ability to Anticipate Your Needs

Proactive providers are constantly looking around corners uncovering growth opportunities, emerging risks, and market disruption before they impact their client's strategies. They collaborate to dig into the root causes of operational inefficiencies and account holder service gaps, ensuring solutions align with client needs.

Deep Industry Involvement

The best vendors are active in the financial services ecosystem, engaging with associations, regulators, and other fintechs to shape innovation. They perform ongoing industry analysis, collaborate with thought leaders, and study consumer and small businesses' financial needs. They share insights with clients on everything from generational trends to regulatory updates. They connect people – creating opportunities for clients to network through conferences, advisory boards, and forums.

Open Philosophy

Providers who keep open lines of communication and have meaningful conversations with clients about challenges and goals can find better solutions for unique situations. They'll even bring other vendors to the table when it benefits you.

The best providers have technology that is open and interoperable through cloud computing, open banking, and open APIs to facilitate integration and faster speed to market.

Knowledge Sharing

Great providers deliver expertise. Through webinars, developer sessions, roundtables, and resource libraries, they can keep clients informed of market trends and modern tech, as well as enhanced products and services, leading to proactive strategic decisions made with confidence.



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Operational Excellence

A vendor's efficiency has an impact on your round-the-clock operations. Look for providers with proven delivery of implementations, conversions, and updates – prioritizing security, data integrity, and minimal downtime. Delays cost growth; operational excellence protects it.

Responsive Support

Service quality is critical. Experienced, long-tenured account teams, clear escalation paths (going all the way up the chain), and proactive follow-ups ensure issues are resolved quickly. Client feedback drives continuous improvement and the co-creation of practical solutions.



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how to choose a banking technology provider that accelerates financial institution growth

Your tech provider is like the architect of a bridge connecting your financial institution to the future. A well-designed bridge supports heavy traffic, adapts to changing conditions, and stands the test of time. But a poorly built one cracks under pressure, leaving you stranded when you need to move forward.

With all the positive influence the right provider can have, choosing the wrong one can lead to missed opportunities and costly setbacks. Ask yourself: Can your financial institution afford delays in innovation, accountholder service, and revenue generation?

ready to strengthen relationships and enable long-term success?

[Uncover how](#) to choose a technology provider that supports your long-term growth or [explore key insights](#) on the value of strong relationships.

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