

Security Bank of Kansas City expands reach, boosts customer satisfaction with OpenAnywhere



Security Bank of Kansas City

Address

701 Minnesota Ave.
Kansas City, KS 66101

Phone

913-281-3165

Website

securitybankkc.com

Assets

\$3.7+ billion

Banking Centers

35

Founded

1933

Technology Solutions

JHA OpenAnywhere™,
IDScan.net, Banno Digital Platform™,
SilverLake System®

Security Bank of Kansas City has a proud 92-year history of serving the neighborhoods of Kansas City and its surrounding suburbs. As a locally and privately owned community and commercial lender, the bank remains deeply committed to supporting both Missouri and Kansas communities.

With a wide range of personal and business accounts, loan products, and digital banking solutions, Security Bank is focused on meeting the evolving financial needs of today's customers. As one of the largest banks in the area, its mission is clear: to be a high-performing community bank that empowers associates, delivers outstanding service, and stays actively engaged with the community.

consolidation and digital transformation

In 2017, Security Bank's parent company, Valley View Holding Company, consolidated seven different bank charters under a single identity: Security Bank of Kansas City. They have since embarked on an effort toward digital and retail transformation.

The bank implemented the JHA OpenAnywhere™ platform, allowing customers to open accounts online and in-branch. According to Gerald A. Clemen, Senior Vice President of Retail Strategy, "The primary charge we were given was to lay out a retail transformation—including branch locations, staffing models, and technology integration."

Previously, account openings required time-consuming paperwork and in-person signatures. In 2022 the bank went live with the digital OpenAnywhere platform from Jack Henry™.

"We wanted one solution that worked across all channels," Clemen explains. "Our goal was to speed up account opening and focus more on customer engagement."

online account opening simplified

OpenAnywhere is a sophisticated digital account opening solution that allows financial institutions to onboard new accounts within a matter of minutes. It leverages a modern, responsive design to deliver a quick, simple, intuitive account opening experience. OpenAnywhere seamlessly integrates with Jack Henry's SilverLake System® and other core platforms.

The solution also fully integrates with a wide range of identity verification and validation services. It supports multiple account funding methods, such as account transfers, ACH, debit cards, credit cards, and in-branch funding. With OpenAnywhere's dynamic rules engine, financial institutions can fully customize the system and their account opening workflow to facilitate greater control without the need for technical resources or other assistance.

employee channel adoption

Security Bank took its digital transformation a step further in 2023 by launching the employee channel functionality of OpenAnywhere. This mobile solution allows bankers to open accounts anywhere with a cellular signal.

"We're completely mobile because of OpenAnywhere," says Clemen. "Our bankers can open accounts at work events, community colleges, or when they're just having coffee with a customer. About 90% of our new accounts now come through the employee channel. We've reduced the account opening time from 45-60 minutes to just 5-7 minutes."

Security Bank has also noticed a difference when it comes to onboarding new customers.

Using iPads, LTE devices, and ID scan technology, the bank has streamlined the process. With more time available during each customer interaction, onboarding is now faster and more comprehensive.

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Senior Vice President of Retail Strategy

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“We can complete the entire onboarding process—including setting up digital wallets and issuing debit cards—in under 20 minutes,” Clemon notes. “The Synergy auto-upload feature alone has saved us hundreds of thousands of sheets of paper by our second full year.”

embracing new capabilities

Security Bank has seen significant improvements beyond just customer-facing efficiencies. The use of OpenAnywhere has reduced audit findings, improved training, and simplified data entry through integrated ID scanning. Convincing staff to adopt the new platform involved active management and coaching, especially for bankers accustomed to the previous system.

“New bankers find the employee channel easier to learn,” says Clemon. “They don’t have to unlearn legacy systems making training more efficient.”

Internal operations have benefited as well. Their internal audit findings are fewer, and mistakes have been reduced, through seamless integration directly to their core.

One moment that stood out for Clemon: “We watched a customer walk into the branch, open a savings account, and leave in under three minutes. We thought he changed his mind—but he had actually completed the entire process!”

Overall, Security Bank has been pleased both with OpenAnywhere and with Jack Henry.

“We love Jack Henry’s responsiveness as a partner,” Clemon says. “Their platform gives us the flexibility to modernize gradually, remaining competitive while maintaining stability. Jack Henry is great about making sure their infrastructure supports our needs.”

discover the possibilities

[Learn more](#) about flexible, time-saving application processes and key integration capabilities of JHA OpenAnywhere.

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