

# seamless product integration & simplified deployment

An Inside Look at Jack Henry's  
Vendor Integration Program (VIP)



# our innovative, open approach



“Together, Entrust and Jack Henry have delivered innovative solutions to hundreds of financial institutions for well over 10 years – and our success has been fueled by the VIP.”

#### Jim Ellis

Sr. Strategic Alliances Manager  
Entrust Technology Alliance Program

In today’s fast-paced financial services industry, the need for open banking is a necessity for modern processing systems. Over ten years ago, Jack Henry™ saw the need for open integration banking and created the Vendor Integration Program (VIP), empowering vendors to easily integrate their products with our banking and credit union core platforms. With a goal of making third-party communication with our cores as easy as possible, we’ve provided future-ready financial institutions with the ability to deliver quick, competitive solutions to customers and members.

Our innovative program offers companies direct access to Jack Henry’s technical resources for successful product integration with the Symitar®, SilverLake System®, CIF 20/20®, and/or Core Director® platforms. We work together to streamline development, enhance productivity, and shorten communication channels so integration issues are resolved efficiently. This also enables quick deployment of new products and results in a win-win for both vendors and our mutual bank and credit union customers.

Among the many other beneficial outcomes, there is one that stands out: VIP reduces the likelihood that financial institutions will be caught in the middle of third-party vendor integration, installation, and support questions.

## what VIP members receive

VIP members select the integration assistance that makes the most sense for them. A vendor can choose to work with Jack Henry in one or both programs:



“[VIP] has been the best experience of any core system we have worked with so far.”

**Dan Chaney**

VP of Business Development  
Sync1 Systems

### develop on their own

- Vendors wishing to develop their own integrations receive online access to documentation describing in detail the interaction between their solution and web services via jXchange™ or SymXchange™.
- jXchange interfaces enable access to banking cores.
- SymXchange interfaces enable access to the Symitar core.

Both interfaces provide data and business rules and support interactive data exchanges. The documentation includes descriptions and properties for all fields in the applicable database, explanations of the various types of jXchange or SymXchange messages, their use, and samples of those messages.

Each VIP member receives access to a development workplace containing the current release of the core platform they integrate with. In addition, the database is set up with “customer” or “member” accounts that allow the full range of activity to be exercised, including creating new accounts, modifying existing accounts, performing monetary transactions on the accounts, and so on. The database is accessible 24 hours a day, 365 days a year (except during standard maintenance). Vendors also receive assistance with message formatting, troubleshooting problems or unexpected results, advice on best practices, and examination of test results to verify desired functionality.

### developed for them

Vendors who do not wish to develop their own solutions can receive assistance through the custom integration side of the VIP. These vendors work with Jack Henry’s skilled analysts and programmers to develop solutions that fit the vendor’s specific needs.

Jack Henry handles all the programming and works directly with the vendor to locate a pilot client for real-life testing. Once deployed, the vendor has access to maintenance provided by Jack Henry to ensure the integration continues to function optimally.



“The VIP has been of great value to us, as we’ve been able to leverage seamless integrations to help banks and credit unions innovate and move the industry forward through collaboration.”

**Landon Glenn**

CEO  
ASA

## in their own words

Some of our VIP member companies offer insight into what it’s like to be in the program:

“Scienaptic AI’s mission is to improve the financial lives of credit union members through credit empowerment and personalized decisions. Jack Henry has remained a trusted provider that shares our passion, and their open banking philosophy coupled with Jack Henry VIP has helped us accelerate the deployment of our AI-powered fair, compliant, and automated credit decisioning platform to our joint customers”.

**Pankaj Jain, Cofounder & President  
ScienapticAI – VIP member since 2021**

“[VIP] has been the best experience of any core system we have worked with so far. Very informative, with an initial learning curve. The contacts we have are professional and responsive.”

“Each case we’ve opened has been answered quickly. The incredibly quick responses help keep our agile development process moving. If your company puts a value on time-to-market, the VIP program is worth every penny.”

**Dan Chaney, VP of Business Development  
Sync1 Systems – VIP member since 2018**

“Jack Henry is a strong provider that goes above and beyond to help those in its ecosystem. The VIP has been of great value to us, as we’ve been able to leverage seamless integrations to help banks and credit unions innovate and move the industry forward through collaboration.”

**Landon Glenn, CEO  
ASA – VIP member since 2021**

“We find this program helps CUTEK operate and deliver solutions in a more timely and efficient manner to our customers who require guidance and assistance with the latest features and technologies.”

**Ray Rounds, VP, Operations and Product Development  
CUTEK – VIP member since 2016**



“If you’re serious about serving Jack Henry clients, you either need to join VIP or align your organization with a company that is a VIP.”

**Brad Moritz**

Chief Growth Officer & Chief Operating Officer  
Technology Happens

“We joined VIP with the goal of offering our clients solutions that are built and tested within a Symitar environment and perform reliably within their Symitar ecosystem.”

“VIP has been a pivotal element of how we serve our credit union clients – providing members with unparalleled access to development, testing, and support resources. If you’re serious about serving Jack Henry clients, you either need to join VIP or align your organization with a company that is a VIP.”

**Brad Moritz, Chief Growth Officer & Chief Operating Officer  
Technology Happens – VIP Member since 2015**

“Joining the VIP has been extremely helpful. Although Mahalo brings significant Symitar experience to the table, working within your own dedicated VIP environment and receiving the support of the VIP group has helped us solve many complex problems for our credit unions.”

“We can easily create any test scenarios and data that mimic our partner credit union’s environments – making the development of these use cases more efficient and opportune. There just isn’t a better way to support the Jack Henry community than being a member of the VIP.”

**Denny Howell, COO  
Mahalo Banking – VIP Member since 2018**

“The VIP has been a very positive experience; enabling our solutions and improving our customers experiences.”

“The VIP has empowered us to offer a direct interface and solution environment for development and testing – dramatically improving our capabilities and response times. The solutions we provide today would not be possible without VIP.”

**Joe Cooper, VP Software Alliances  
Glory Global Solutions – VIP Member since 2017**

“The VIP team worked with us to design a technical solution that fits our specific need in a way that ensured our product would be compatible with the various data structures used by credit unions today. Their expertise and collaboration allowed us to avoid potential pitfalls before encountering them with institutions.”



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**Joe Cooper**

VP Software Alliances  
Glory Global Solutions

“The VIP team’s expertise and collaborative approach was instrumental to our successful implementation of a reusable solution that is compatible with credit union data structures. The support the VIP team provided from initial scoping and design through testing and implementation enabled us to build a valuable product that we plan to use for years to come.”

**Ian Vukovich, Director of Implementations**

**Payveris – VIP member since 2019**

“Together, Entrust and Jack Henry have delivered innovative solutions to hundreds of financial institutions for well over 10 years – and our success has been fueled by the VIP. The long-term, strategic relationship between Entrust and Jack Henry combined with the invaluable Vendor Portal resources have allowed us to deliver best-in-class solutions efficiently and ahead of schedule.”

**Jim Ellis, Sr. Strategic Alliances Manager**

**Entrust Technology Alliance Program – VIP member since 2015**

## very important relationships

Our VIP members strive to be ahead of the curve in development and deployment and aim to provide value in allowing banks and credit unions to better serve their accountholders. For Jack Henry, our VIP members are proof points in our efforts to enable seamless data interactions as we continually move toward more open banking.

## connecting possibilities

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).