

# how one de novo bank delivers a relationship- focused customer experience with Jack Henry's technology ecosystem



## Tandem Bank

### Address

2356 Main St.  
Tucker, GA 30084

### Website

[www.tandem.bank](http://www.tandem.bank)

### Assets

\$151,368,000

### Accountholders

2,500+

### Founded

2019

### Software Solutions

SilverLake System®, iPay Solutions™, JHA OutLink Processing Services™, JHA Card Processing Solutions™ (CPS), Banno™, JHA Treasury Management™, NetTeller®, Centurion Recovery Services™, Synergy™, SmartPay Remote Deposit Anywhere™, Yellow Hammer Fraud Detective™

In 2019, Charles DeWitt, Founding Chairman & CEO of Tandem Bank located in Tucker, Georgia, took a leap of faith and launched his second de novo bank in the metropolitan Atlanta area focused on building strong relationships with small and medium sized businesses. Locally owned and devoted to the communities it serves, Tandem Bank was the first new bank in Georgia in over 10 years.

De novo banks play an important role in the banking system, as they replenish the industry with new, competitive players when consolidations, mergers, acquisitions, liquidations, and bank failures occur. During the economic downturn, Georgia had one of the nation's highest levels of bank failures, with the last traditional bank forming in 2008. This makes Tandem Bank the first traditional de novo community bank charter to form in Georgia in over 11 years – signifying how important Tandem Bank's role within the banking industry truly is. From 1990 through 2008, the de novo bank replenishment rate was 31% – meaning for every 100 banks that merged, liquidated, or failed, 31 de novos were formed and replaced a meaningful portion of those banks. But, following the Great Recession and financial crisis, this rate dropped to 2%, – a significant decrease from years past.<sup>1</sup>

The path forward for de novo banks is often an uphill battle filled with uncertainty and stress – which is why it takes a dedicated team to open one. Despite the higher regulatory hurdles and capital requirements, DeWitt and his team succeeded and opened Tandem Bank with a unique strategic approach to banking. “Our goal is to deliver the technology and convenience that today's banking customers expect while providing a deep relationship-focused approach to banking that's often overlooked in a technology-savvy and digital forward world,” says DeWitt.

“With the extensive number of acquisitions occurring in the Atlanta area, we saw an opportunity, due to consolidation, to bring relationships back to banking. Our approach was to leverage technology, provide thoughtful expertise, and deepen relationships with clients. We want to give that experience to the small- to mid-size businesses around Atlanta that are often ignored. That was our driving force,” recalls DeWitt. “We give customers the



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**Charles DeWitt**

Founding Chairman & CEO of Tandem Bank

personalized relationship and human experience they desire while still providing technology that is on par with the big boys.”

Tandem Bank was built on the principle of recognizing that every customer has unique needs and the mindset that the greatest service to be offered is meaningful connections. Since opening in 2019, Tandem Bank has developed an impressive array of product offerings as well as a tailored banking experience for commercial clients in the Greater Atlanta area.

“Building and maintaining relationships while still providing an advanced digital banking experience for convenience was a big reason we choose Jack Henry™ as our technology partner,” explains DeWitt. “When it came time to select a strategic technology partner, we chose Jack Henry for four main reasons – strong customer service reputation, treasury management, product depth and functionality, the capacity to scale with our bank’s growth, and the ability to provide digital forward experiences to execute our strategy of relationship-focused banking.”

“As a business-focused bank, treasury management is a critical component of our technology strategy. We required a platform to help us efficiently meet the needs of our commercial accounts while enabling customers to manage their day-to-day cash flow. We also recognized the critical need to deliver our customers an omnichannel experience that sets us apart with a unified and personal experience. We wanted the look and feel – whether customers are using a phone, tablet, desktop, etc. – to feel the same on every platform, and Jack Henry was able to meet those expectations.” DeWitt continues, “In addition, being armed with the tools and capabilities within our technology ecosystem to expand as we grow was very important to us. We want our systems to be able to grow with us, and we knew Jack Henry could provide our bank with a significant amount of freedom and flexibility in terms of growth. Your excellent customer service reputation didn’t hurt, either! Those were our primary factors in choosing Jack Henry as our technology partner. “

With a future-ready technology ecosystem, Tandem Bank has been able to maximize its operating flexibility and technology investment and capitalize on the dynamic trends shaping the financial services industry today. “The robust core functionality of SilverLake combined with the other Jack Henry products we utilize (iPay Solutions™, JHA OutLink Processing Services™, JHA Card Processing



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Solutions™ (CPS), Banno™, JHA Treasury Management™, NetTeller®, Centurion Recovery Services™, Synergy™, SmartPay Remote Deposit Anywhere™, Yellow Hammer Fraud Detective™) have equipped us with the capabilities we need to simplify our processes, execute our business and technology strategies, enhance our competitive position, and maximize our investments. Our Jack Henry products have made it really easy to serve our customers,” DeWitt says.

As Tandem Bank looks to the future, its team is excited to learn more about JHA PayCenter™, Banno Business, and other products and services that align with its technology ecosystem. “We want to fully explore the efficiencies we have with Jack Henry. One of our goals this year is to continue to improve efficiencies and ask what else we can do to provide an even smoother and more valuable customer experience,” explains DeWitt. “Jack Henry has the technology ecosystem we need to be future-ready as we continue to grow and scale. We’re excited to discover and implement new Jack Henry capabilities as we work with the team to simplify our procedures, drive efficiencies, and enhance our customer experience even more.”

“Our team is confident we made the right decision in partnering with Jack Henry,” concludes DeWitt.

## unlock your potential

[Learn more](#) about our treasury and cash management services for your commercial accounts.

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

**sources**

1. “*De Novo Bank Chartering Trends*,” Banking Strategist, accessed April 19, 2022.