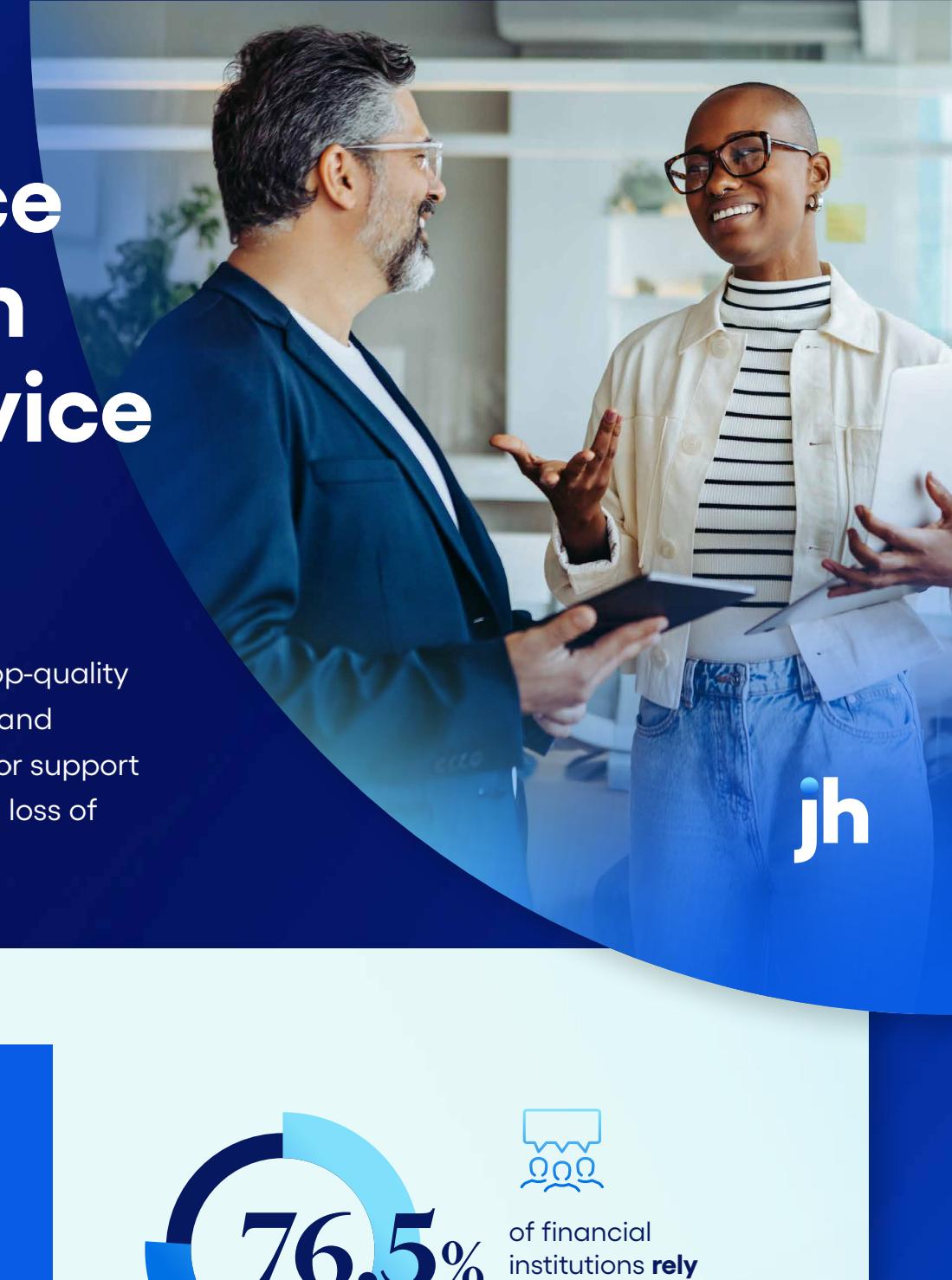


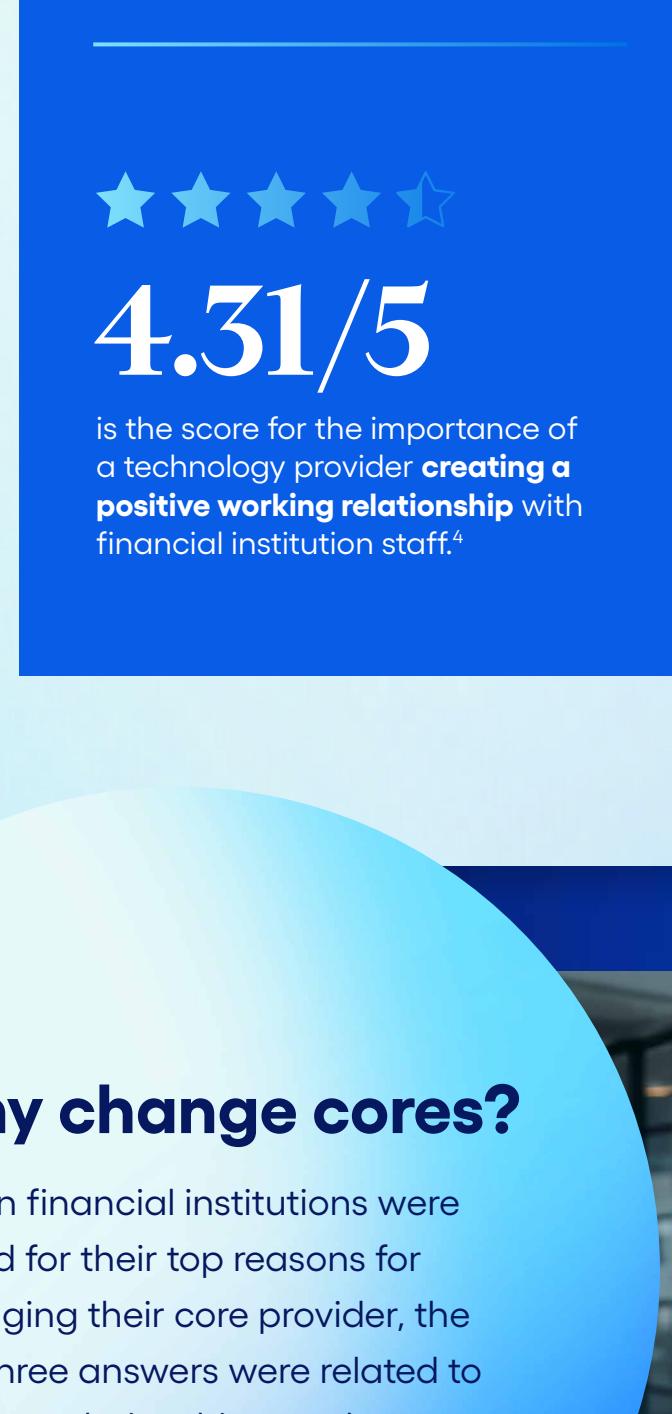
## BY THE NUMBERS:

# the importance of your fintech provider's service and support

Your technology provider's ability to deliver top-quality client service directly influences the success and stability of your financial institution, while poor support can lead to frustration, dissatisfaction, and a loss of confidence among your accountholders.

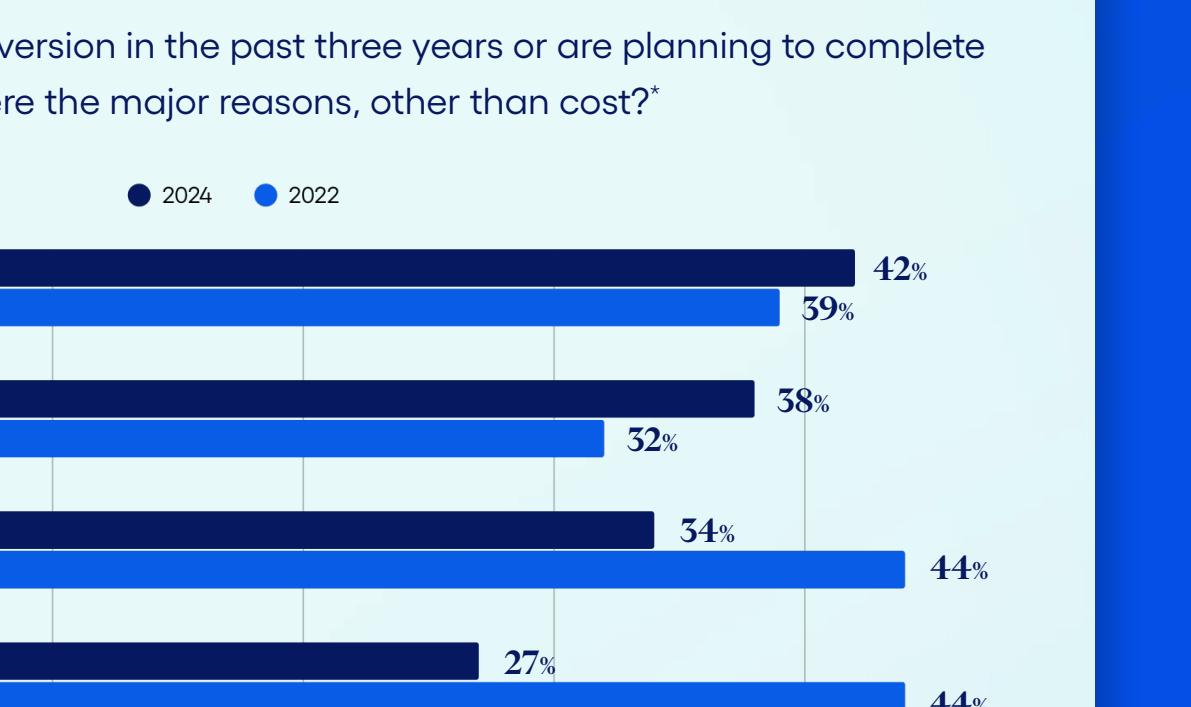


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## why change cores?

When financial institutions were asked for their top reasons for changing their core provider, the top three answers were related to service, relationships, and support.



## question:

If you've completed a core conversion in the past three years or are planning to complete one within 24 months, what were the major reasons, other than cost?\*



\*Source: ABA 2024 Core Platforms Survey.

## reap the benefits of high-quality tech provider service and support

Discover the high cost of poor tech provider service and support – and the benefits of high-quality service and support – [in this infographic](#).

For more information about Jack Henry, visit [jackhenry.com](#).

Sources

1. 2024 Core Platforms Survey, American Bankers Association, accessed October 27, 2025.

2. 2025 Strategy Benchmark, Jack Henry, accessed October 27, 2025.

3. 2025 Strategy Benchmark.

4. 2025 Strategy Benchmark.

5. 2024 Core Platforms Survey.

6. 2024 Core Platforms Survey.

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