



SilverLake System[®]

The Competitively Distinct Commercial Banking Platform

Our ultimate goal is to provide the expertise and the integrated technology diverse community and regional financial institutions need to execute and maximize their unique and evolving strategies, and to capitalize on the dynamic trends shaping the financial services industry.

IBM[®] Power[™] system-based core processing solution

SilverLake System from Jack Henry[™] is a competitively distinct, extremely powerful core platform that provides highly customizable, enterprise-wide automation designed for growth- and commercial-focused banks ranging from community banks to multi-billion-dollar institutions. Approximately 450 community and regional financial institutions have entrusted their ability to attract, serve, and retain their customers to SilverLake including more than 30% of domestic banks exceeding \$1 billion in assets.

SilverLake can be installed in-house or in the private cloud environment through OutLink, Jack Henry's outsourced offering. Financial institutions also have the option to fully customize the system to support their unique operational requirements or the system can be implemented for OutLink customers as an "off-the-shelf" solution using an expedited and streamlined process.

This system effectively supports dynamic processing requirements by integrating robust core functionality with approximately 140 best-of-suite complementary products and services. SilverLake can also leverage existing technology investments with jXchange[™], a services-oriented architecture on a .NET platform that provides open connectivity between Jack Henry's core and complementary solutions.

This sophisticated information and transaction processing platform continually benefits from client- and regulatory-driven enhancements to the core functionality, the regular introduction of new complementary solutions,

At-a-Glance

Business Value

- Make Money
- Save Money
- Improve Operations
- Reduce Risk

Compatibility

- SilverLake System®

and the integration of practical new technologies. SilverLake maximizes operating flexibility and each financial institution's technology investment with its open architecture, scalable hardware platform, and proven ability to seamlessly accommodate long-term growth and the dynamic solution, service, and technology trends shaping the financial services industry.

SilverLake consistently generates the highest client retention rate among IBM Power system-based solutions.

customer service and satisfaction

Our primary and sustainable competitive advantage is customer service. Jack Henry is fundamentally committed to providing service levels that consistently exceed client expectations and produce rewarding levels of client satisfaction and retention rates.

We methodically and regularly measure our service levels using comprehensive annual surveys, including executive and operations versions, and more than 80,000 random surveys initiated by the customer service requests we receive each year. Dedicated surveys are also used to grade specific aspects of our client experience including product implementation, education, and consulting services.

Our client-facing support infrastructure positions Jack Henry as a single point of contact, support, and accountability by incorporating:

- Exacting service standards.
- A best-practices methodology developed and refined through our day-to-day experience supporting approximately 8,000 diverse clients.
- Comprehensive change management and control services.
- Production-proven conversion and installation services.
- Initial and ongoing education.
- A superior support staff available 24/7/365.
- Dedicated account managers.
- Sophisticated support tools, resources, and technology.
- Leading-edge research and development.
- Educational conferences.



SilverLake System is a competitively distinct, extremely powerful core platform that provides highly customizable, enterprise-wide automation designed for growth- and commercial-focused banks ranging from community banks to multi- billion-dollar institutions.

Approximately 450 community and regional financial institutions have entrusted their ability to attract, serve, and retain their customers to Jack Henry's SilverLake core platform.

Providing community and regional financial institutions with mission-critical technology since 1976 has enabled us to fully understand the importance of consistent, outstanding service and the benefits of serving our clients as a true, accountable business partner.

Summit Support[®]

Jack Henry's Summit Support provides change control for solutions running on an IBM Power Systems platform. This SilverLake System-exclusive service provides the ability to thoroughly test standard or custom code changes and new product or service offerings. Summit Support accommodates user acceptance testing (UAT) utilizing highly trained support representatives, customer relationship managers, and business analysts for larger, complex custom projects. This solution enforces tighter controls and accountability by implementing individualized profiles for SilverLake solutions and providing reports that audit the details of those profiles. This service also offers an extended-release review period. Considering the stringent regulations and examinations imposed on financial institutions nationwide, Summit Support supports the smooth operation of the complex data processing environments that are inherent in today's financial industry.

enterprise-wide automation

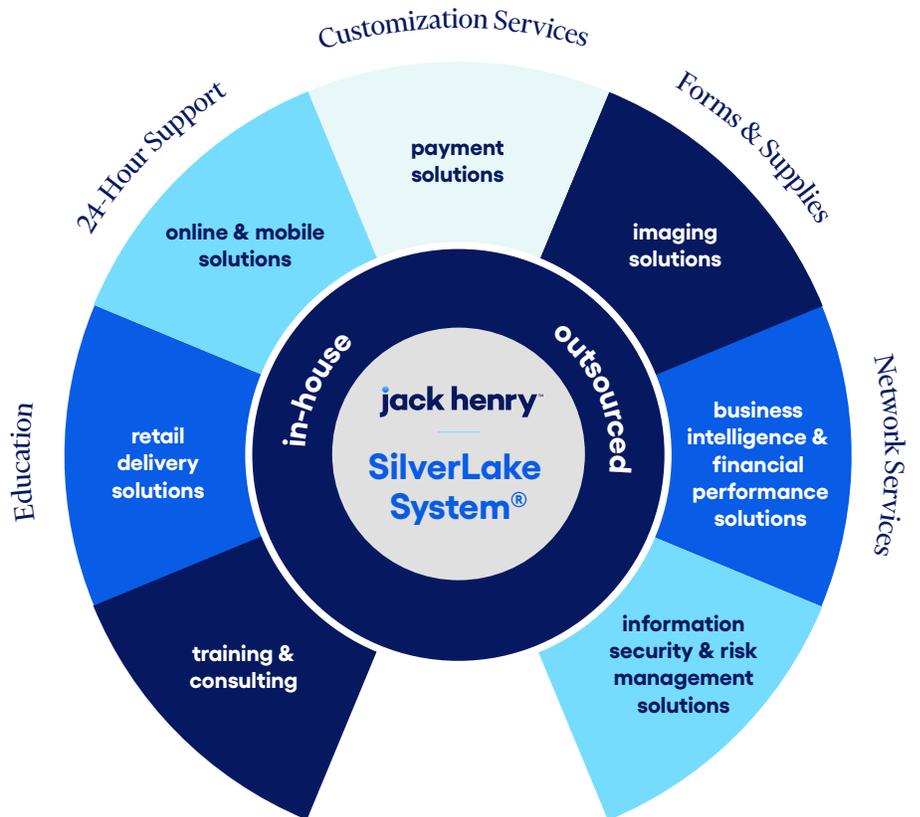
SilverLake is integrated with approximately 140 high-demand complementary products and services that enhance the core functionality and enable financial institutions to respond to specific business opportunities and resolve operational challenges.

Our best-of-suite complementary solutions include retail delivery, online, mobile, payments, imaging, information security and risk management, business intelligence, financial performance, training, and consulting solutions.

Jack Henry's strategic positioning as a single point of contact and support generates client satisfaction levels among the highest – if not the highest – in the industry.



SilverLake is integrated with approximately 140 high-demand complementary solutions.



a bottom-line strategy

Technology drives your ability to continually enhance customer service and convenience, aggressively and successfully compete, increase performance and profitability, and increase operating efficiencies while reducing operating costs.

SilverLake effectively supports dynamic processing requirements by integrating robust core functionality with approximately 140 best-of-suite complementary solutions.

SilverLake is much more than a core processing platform – it is a bottom-line strategy. If you are considering the impact of mission-critical technology on your ability to execute your business strategy and enhance your competitive position, there are approximately 450 banks that would encourage you to consider SilverLake and Jack Henry.

SilverLake Xperience™, our customizable user interface for the SilverLake System and its integrated complementary solutions, replaces green screen and disparate browser-based front ends with a more personalized and standardized view of your technology platform. Utilizing the Microsoft .NET framework, this interface allows you to run multiple complementary products or multiple sessions of the same product simultaneously, providing a common appearance and consistent usability across the entire SilverLake platform.

unlock your potential

[Learn more](#) about our future-ready core platforms.

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