Webinar

myth busters:

debunking misconceptions about migrating your core system

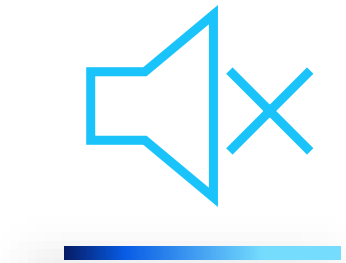
March 6, 2025 | 1pm CT

jack henry™

agenda

- ✓ welcome and housekeeping
- ✓ introductions
- ✓ review of common misconceptions
- ✓ q & a
- ✓ wrap-up

Housekeeping

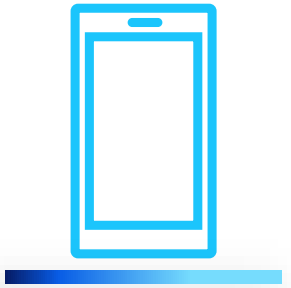


Lines Are Muted

But we encourage and welcome your participation!

Questions?

Enter them in the Q&A tab at any time, and we'll address them at the end.



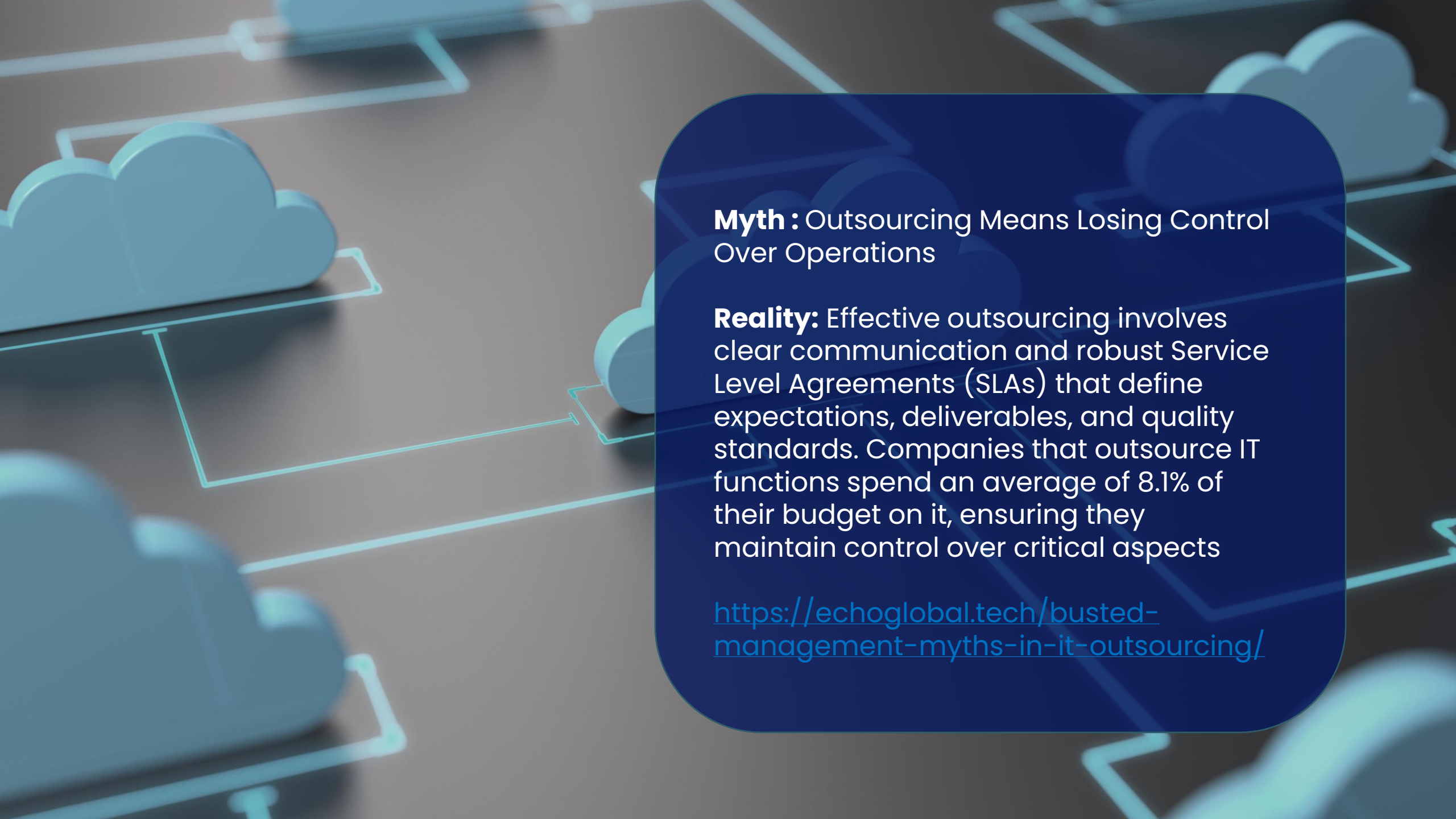
Slides & Recording

You'll receive the presentation slides & recording via email.

Meet our presenter

James Burke-Frazier,
Solution Specialist

Myth : Outsourcing Means Losing Control Over Operations

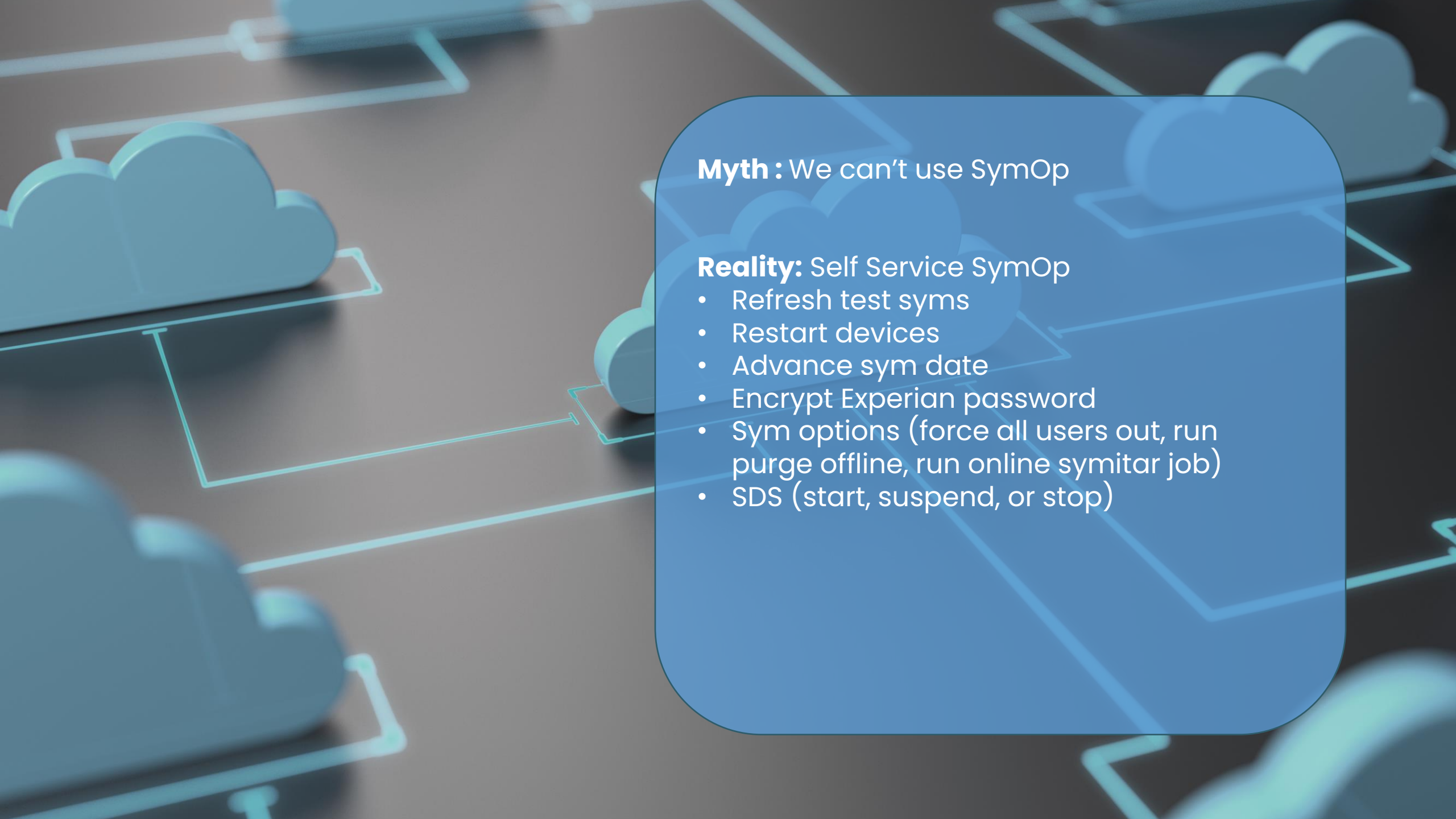


Myth : Outsourcing Means Losing Control Over Operations

Reality: Effective outsourcing involves clear communication and robust Service Level Agreements (SLAs) that define expectations, deliverables, and quality standards. Companies that outsource IT functions spend an average of 8.1% of their budget on it, ensuring they maintain control over critical aspects

https://echoglobal.tech/busted-management-myths-in-it-outsourcing/

Myth : We can’t use SymOp



Myth : We can’t use SymOp

Reality: Self Service SymOp

- Refresh test syms
- Restart devices
- Advance sym date
- Encrypt Experian password
- Sym options (force all users out, run purge offline, run online symitar job)
- SDS (start, suspend, or stop)

Myth : We need to call JH for everything. We don’t want to lose control of the little things.

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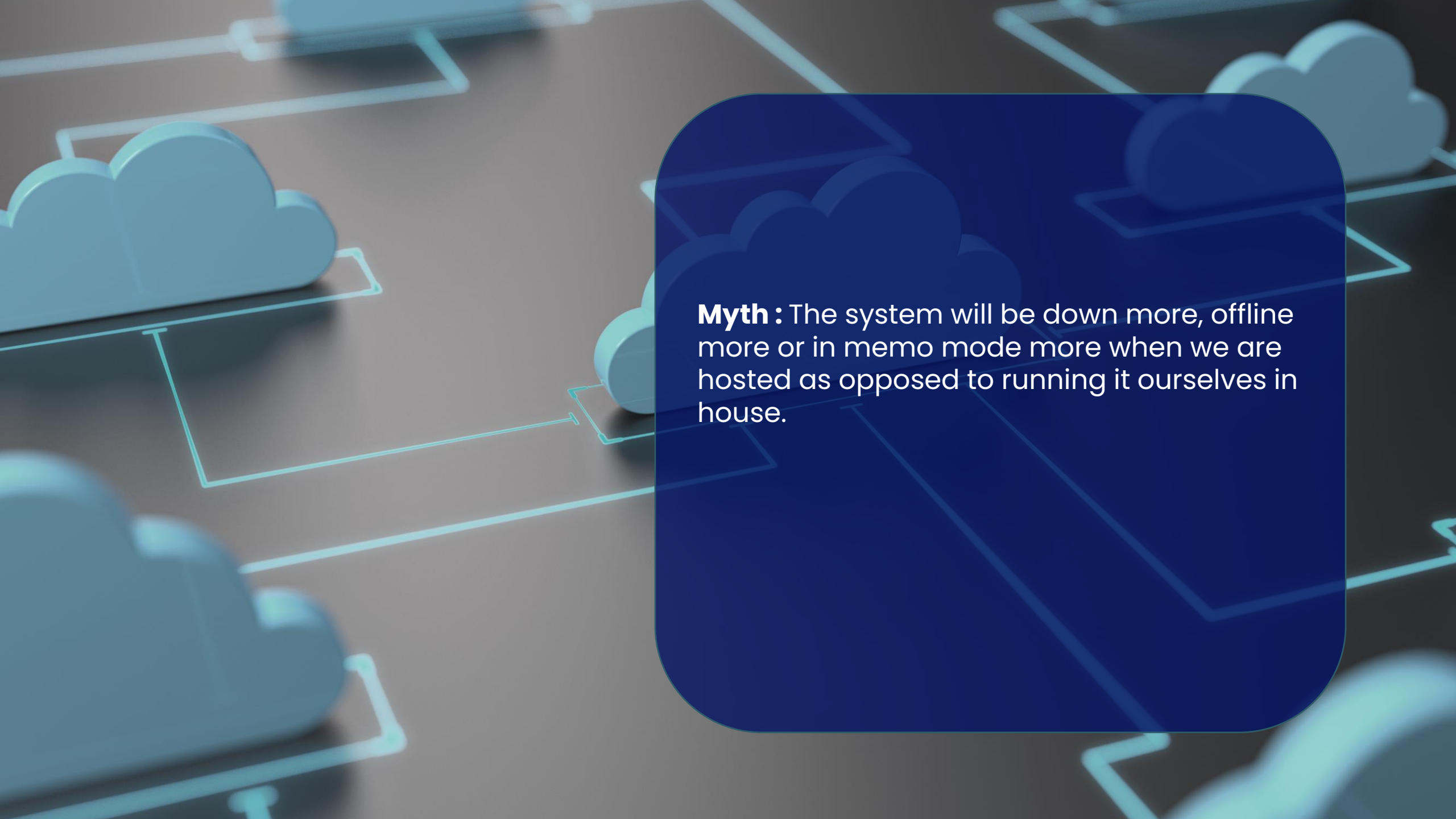
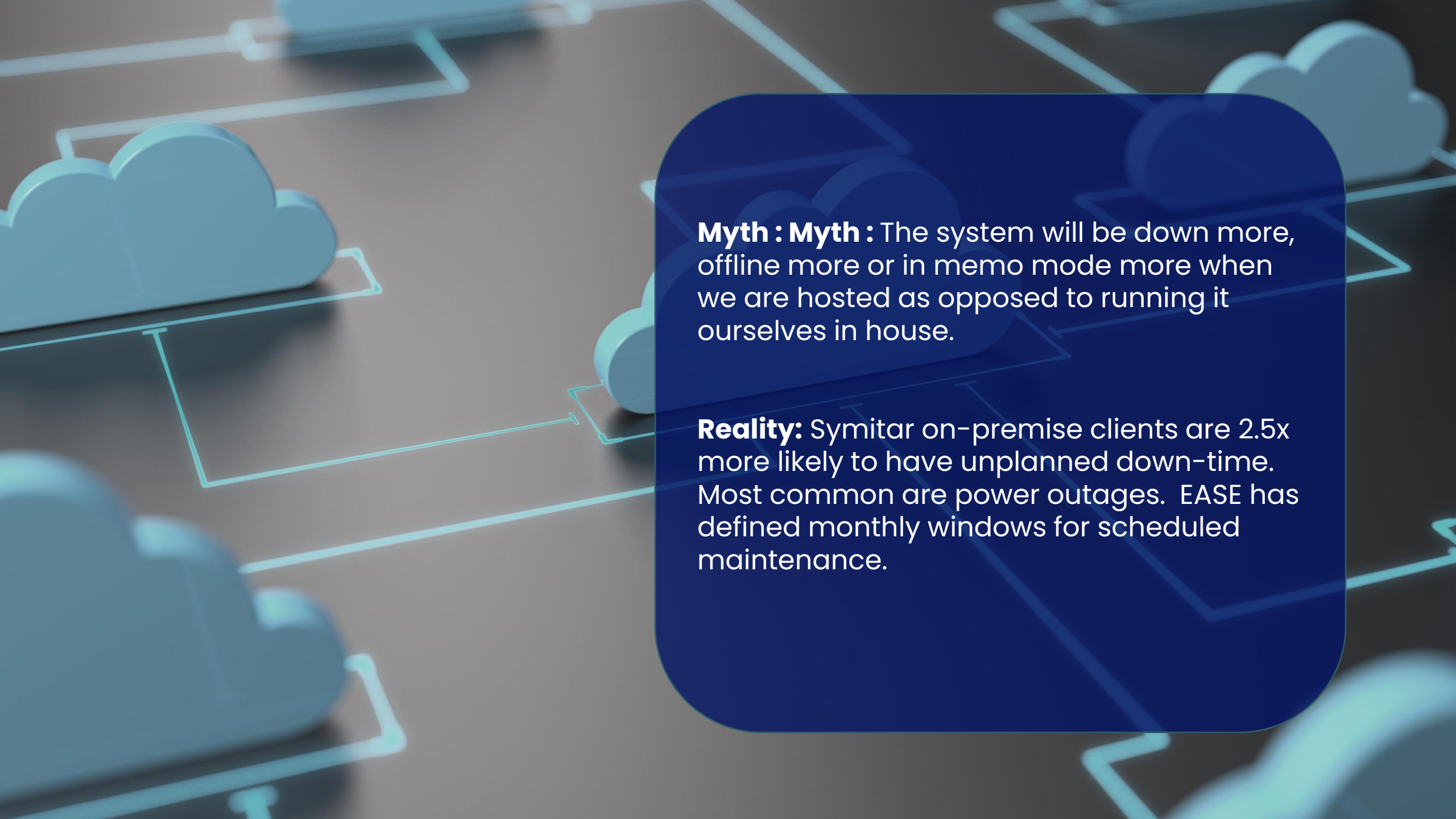
Reality: Moving to EASE positions you to focus on being strategic, versus being tactical doing ‘the little things’.

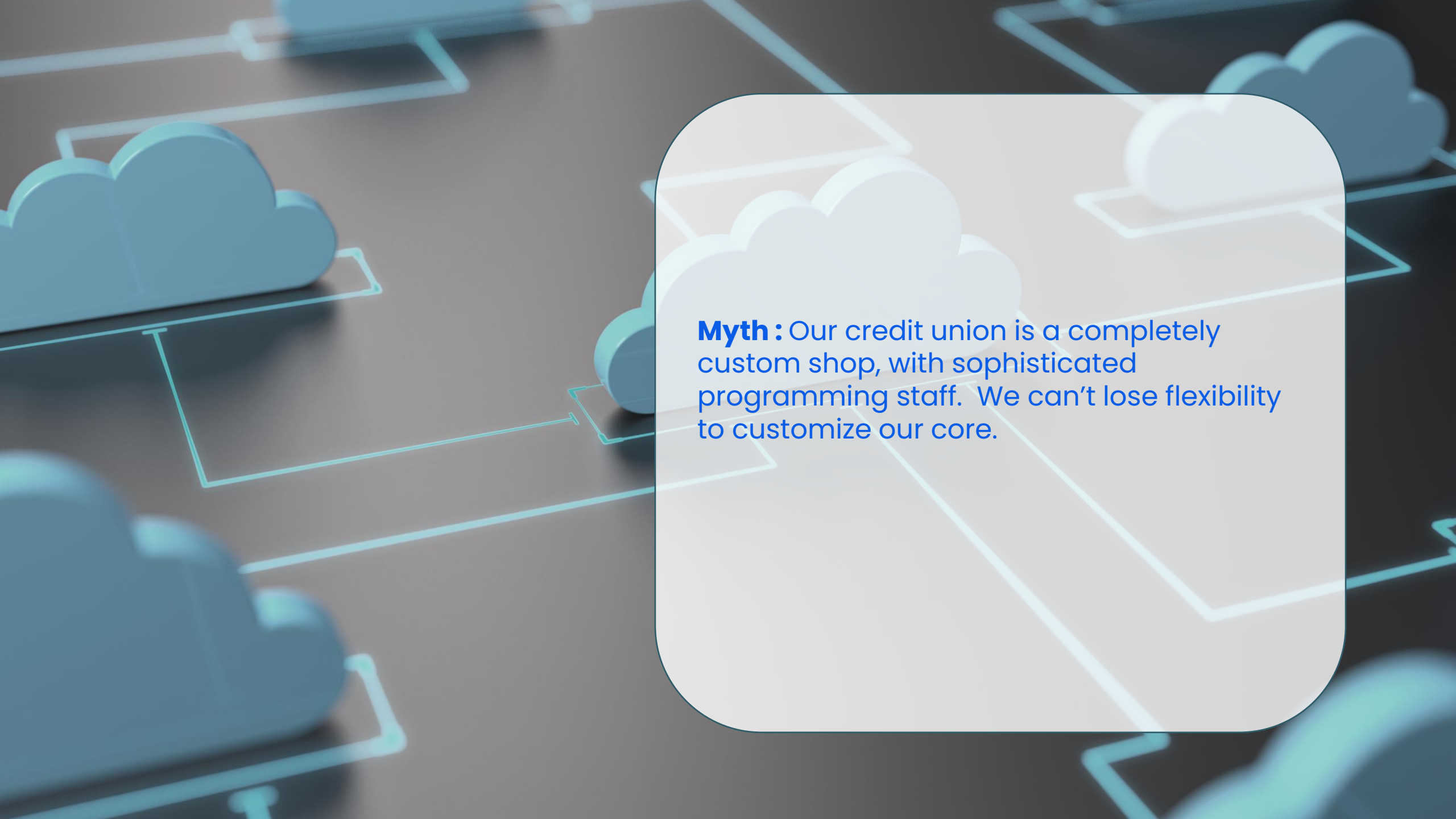


Myth : The system will be down more, offline more or in memo mode more when we are hosted as opposed to running it ourselves in house.

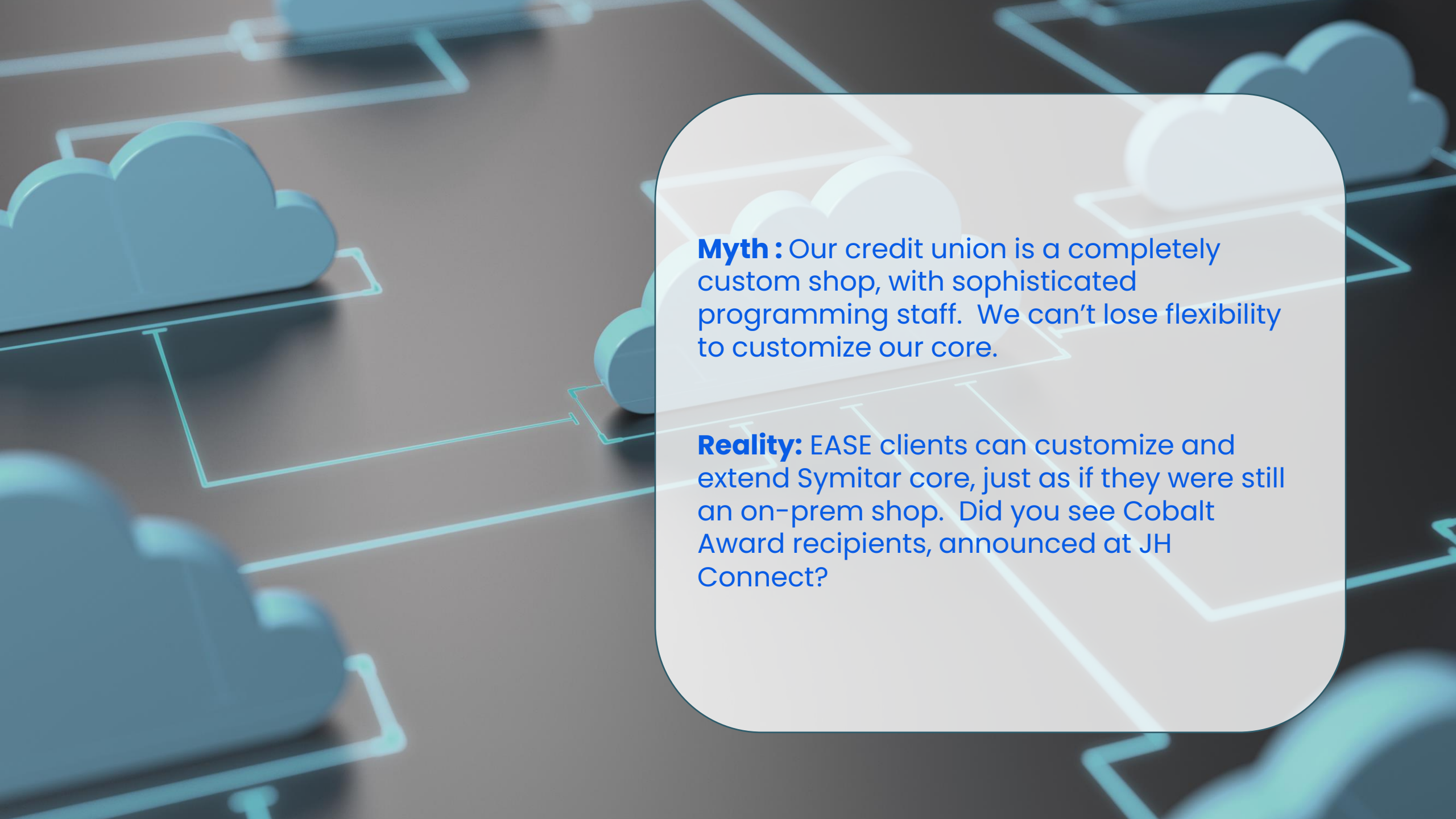


Myth : Myth : The system will be down more, offline more or in memo mode more when we are hosted as opposed to running it ourselves in house.

Reality: Symitar on-premise clients are 2.5x more likely to have unplanned down-time. Most common are power outages. EASE has defined monthly windows for scheduled maintenance.



Myth : Our credit union is a completely custom shop, with sophisticated programming staff. We can't lose flexibility to customize our core.



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Reality: EASE clients can customize and extend Symitar core, just as if they were still an on-prem shop. Did you see Cobalt Award recipients, announced at JH Connect?

Myth : Outsourcing Leads to Job Losses

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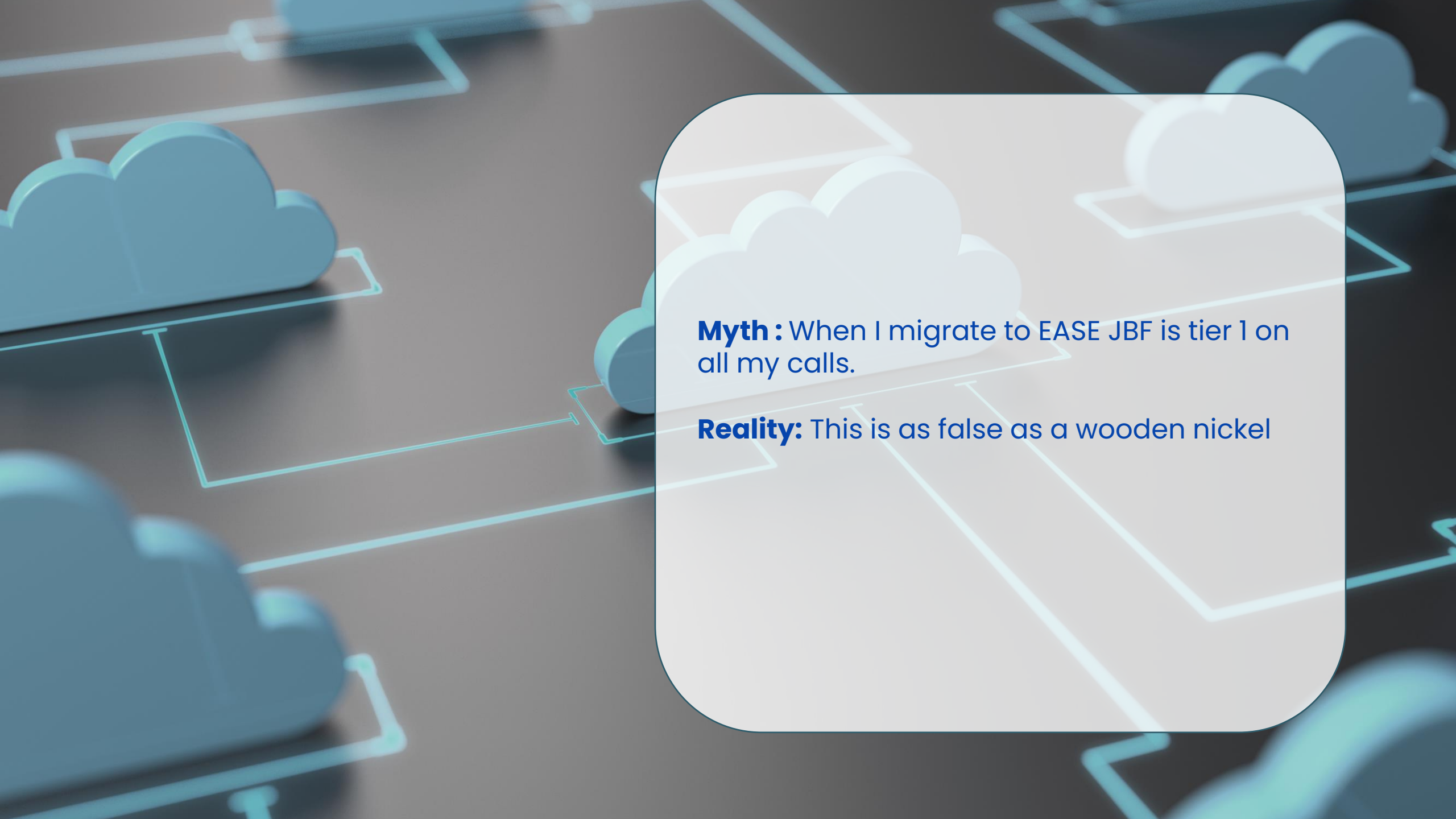
Reality: While outsourcing can shift certain roles, it often creates new opportunities. It allows businesses to focus on core activities and innovation.

https://www.cio.com/article/228623/outsourcing-myths-debunked.html

Myth : When I migrate to EASE JBF is tier 1 on all my calls.



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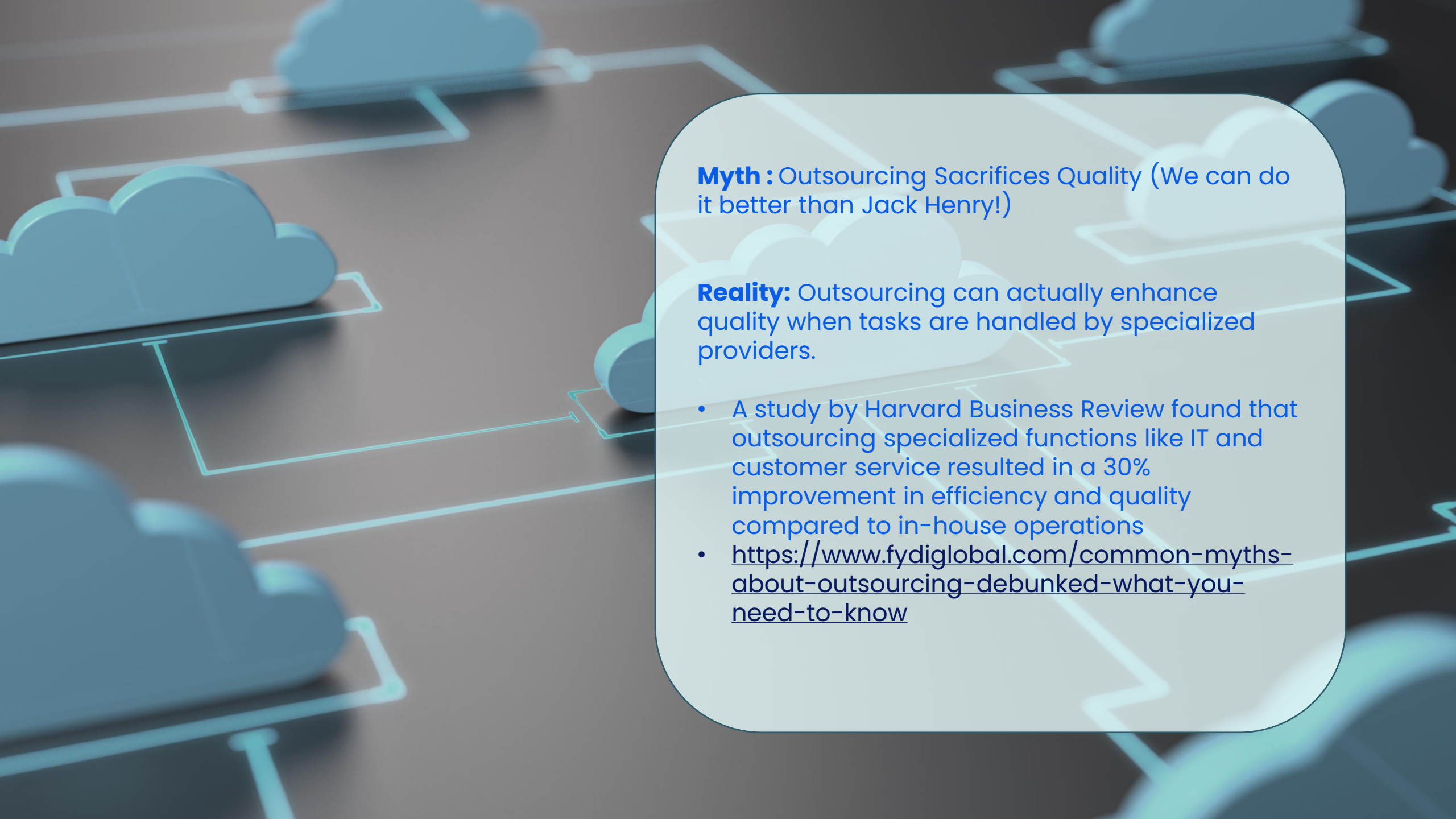
Reality: This is as false as a wooden nickel

Myth : Outsourcing Sacrifices Quality (We can do it better than Jack Henry!)



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Reality: Outsourcing can actually enhance quality when tasks are handled by specialized providers.

- A study by Harvard Business Review found that outsourcing specialized functions like IT and customer service resulted in a 30% improvement in efficiency and quality compared to in-house operations
- https://www.fydiglobal.com/common-myths-about-outsourcing-debunked-what-you-need-to-know

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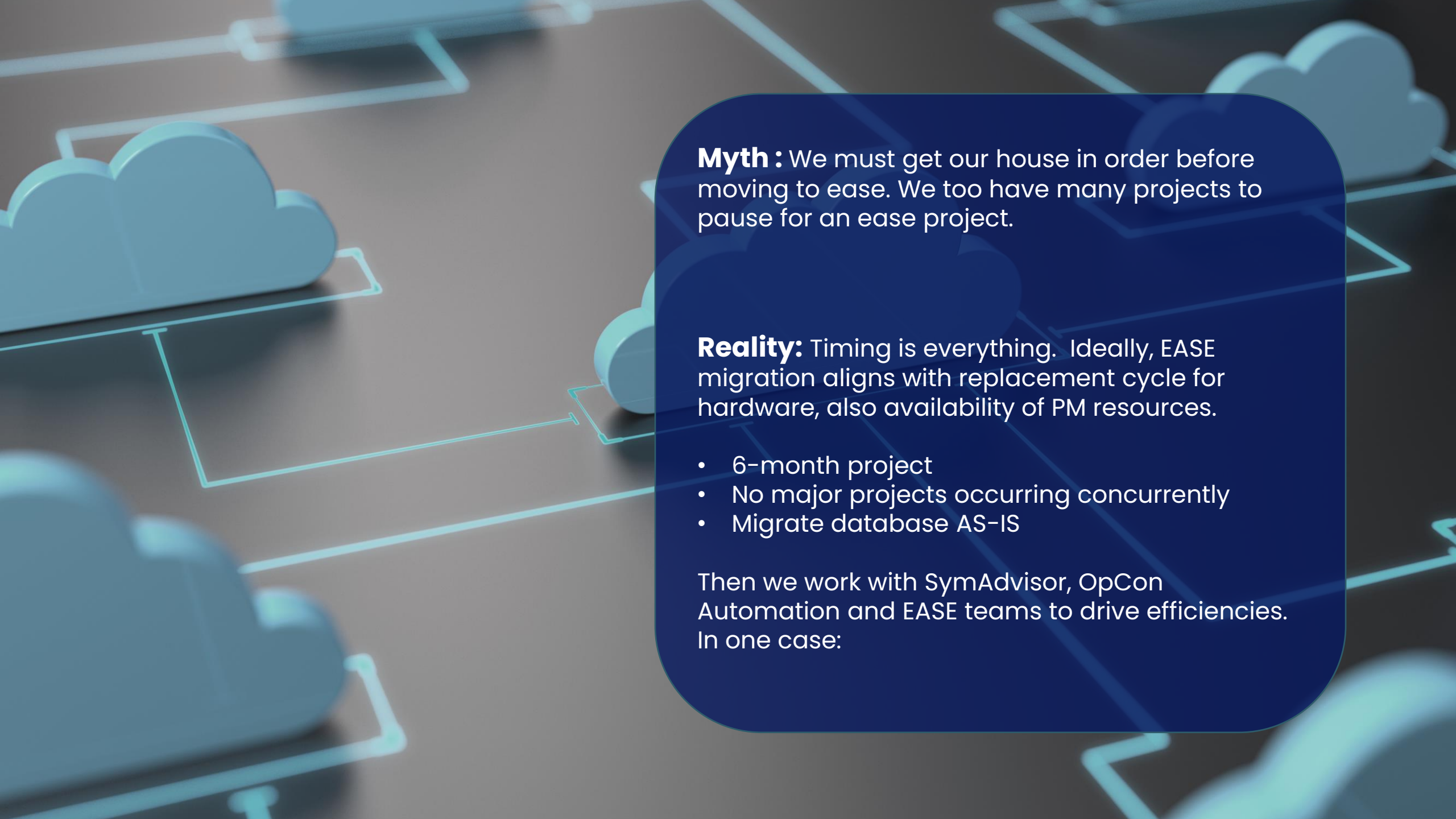
We have too many projects to pause for an ease project.



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Reality: Timing is everything. Ideally, EASE migration aligns with replacement cycle for hardware, also availability of PM resources.

- 6-month project
- No major projects occurring concurrently
- Migrate database AS-IS

Then we work with SymAdvisor, OpCon Automation and EASE teams to drive efficiencies. In one case:

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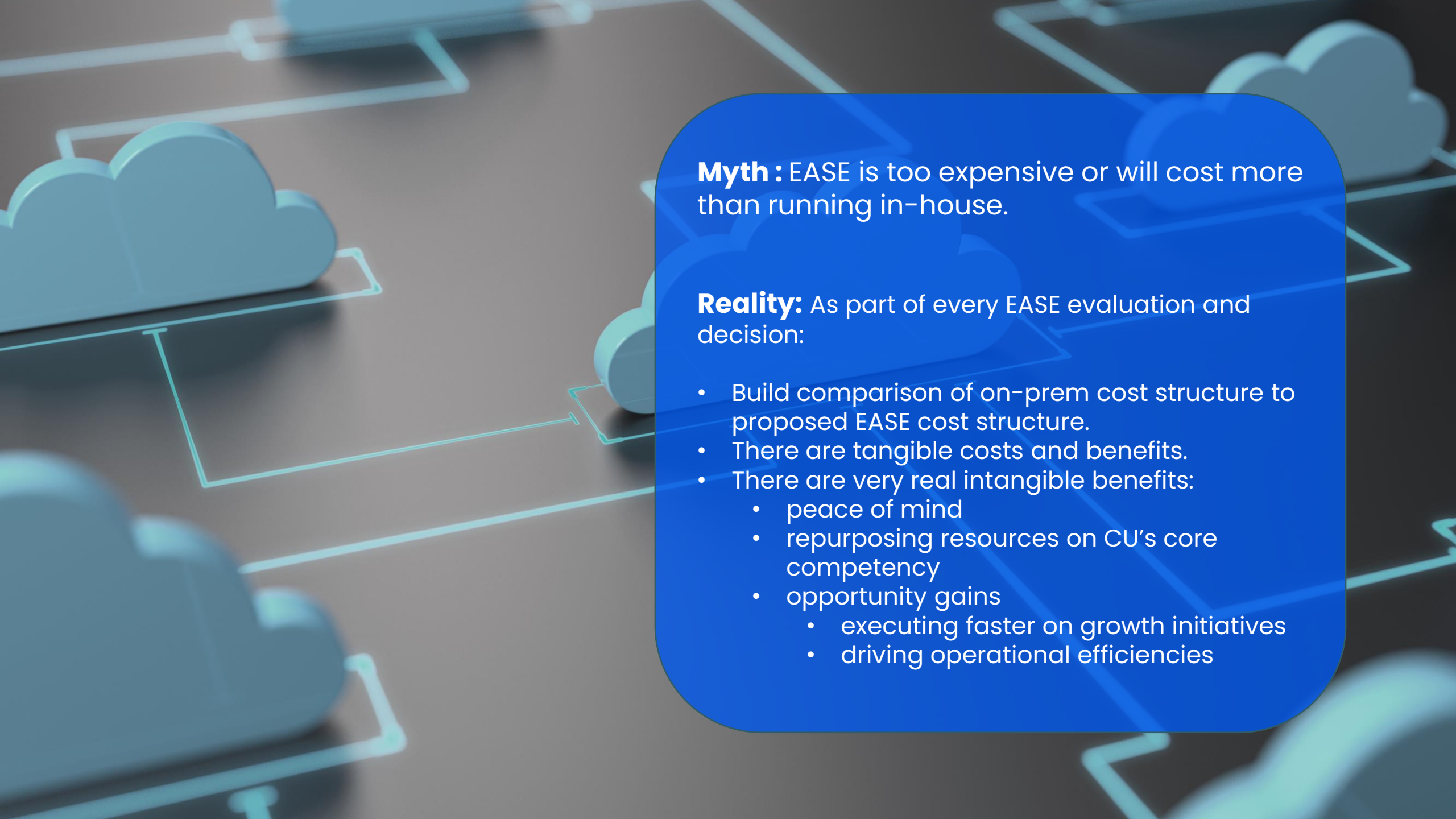

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Reality: As part of every EASE evaluation and decision:

- Build comparison of on-prem cost structure to proposed EASE cost structure.
- There are tangible costs and benefits.
- There are very real intangible benefits:
  - peace of mind
  - repurposing resources on CU's core competency
  - opportunity gains
    - executing faster on growth initiatives
    - driving operational efficiencies

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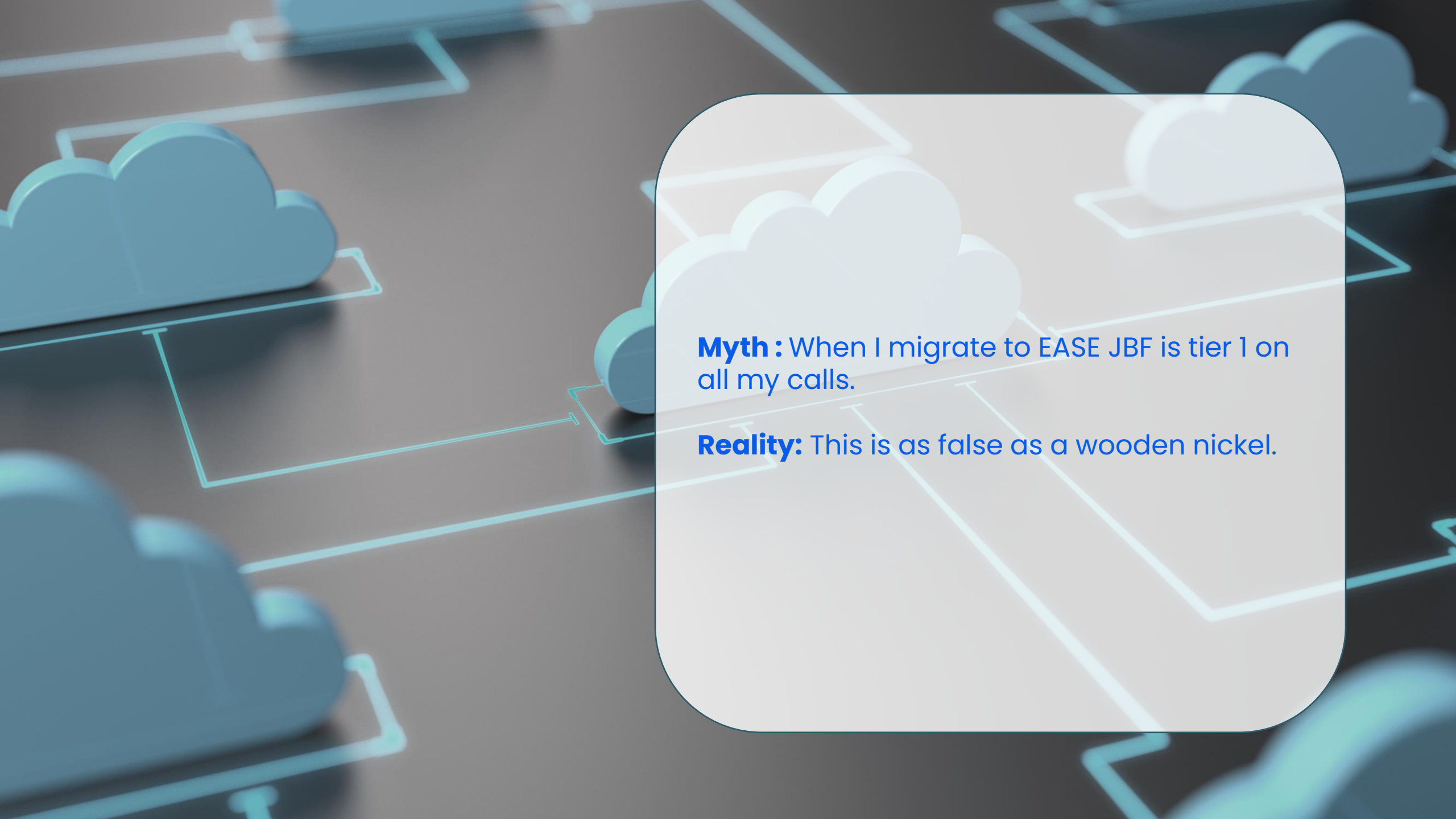

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Questions?

Meet the Panelists

James Burke Frazier,
Solution Specialist

Jordan Urso, Director
Credit Union Processing
Services Cloud Operations

Kathleen Garvey,
Solution Specialist

Thank you for joining us today!