

Webinar

myth busters:

debunking
misconceptions
about migrating your
core system

March 6, 2025 | 1pm CT

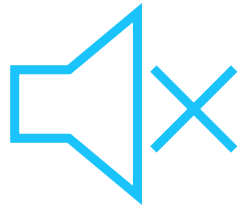
jack henry™



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



The background features a dark, textured surface with several light blue, 3D-style cloud shapes. A network of thin, light blue lines connects these clouds and other points, suggesting a digital or cloud infrastructure. A large, dark blue rounded rectangle is overlaid on the right side of the image, containing white text.

Myth : Outsourcing Means Losing Control
Over Operations



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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/>

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Myth : We can't use SymOp



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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)

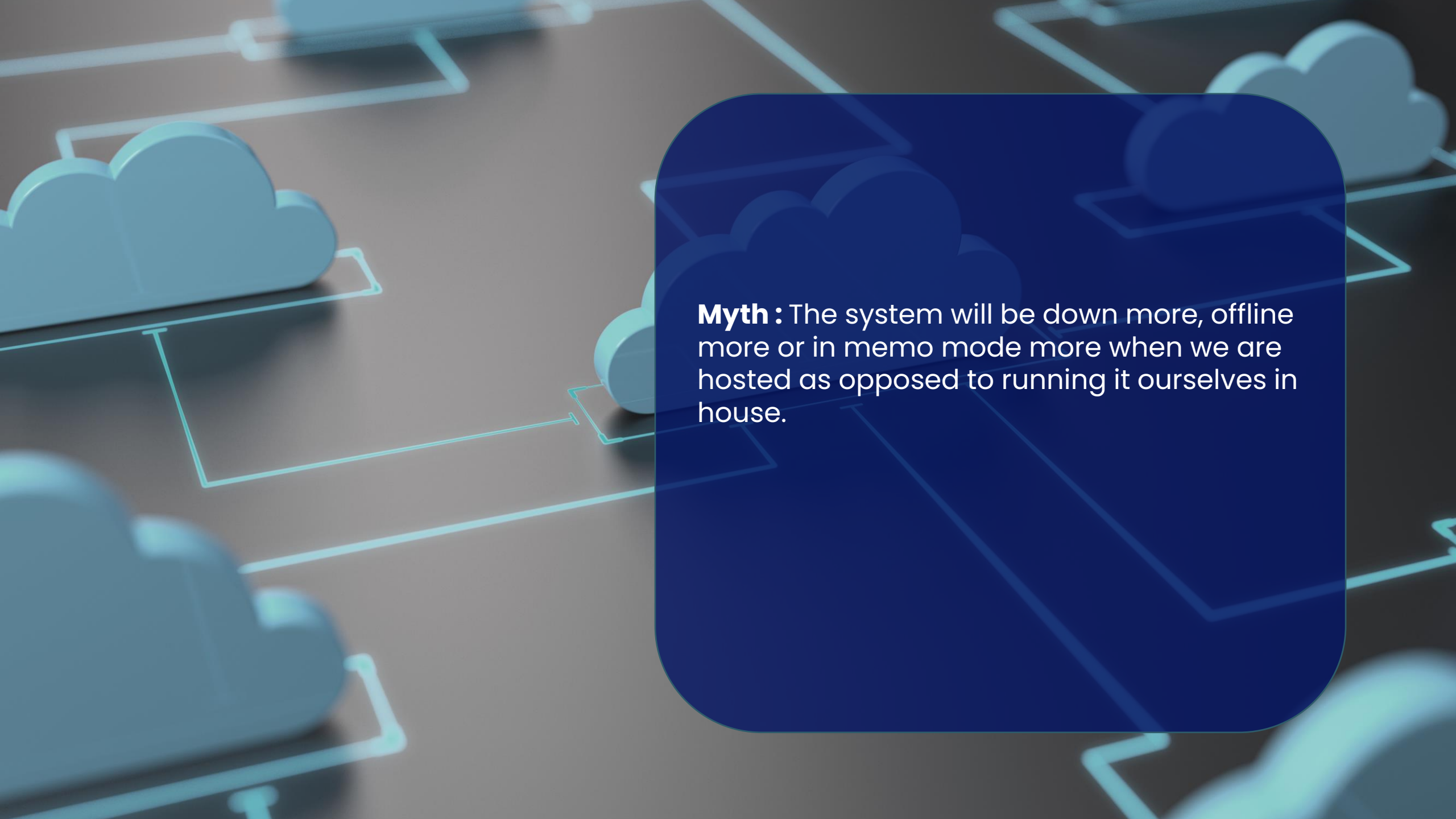
The background features a dark, textured surface with several stylized, 3D blue clouds. A network of thin, light blue lines connects various points across the scene, suggesting a digital or cloud infrastructure. A large, semi-transparent white rounded rectangle is positioned in the center-right, containing text.

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

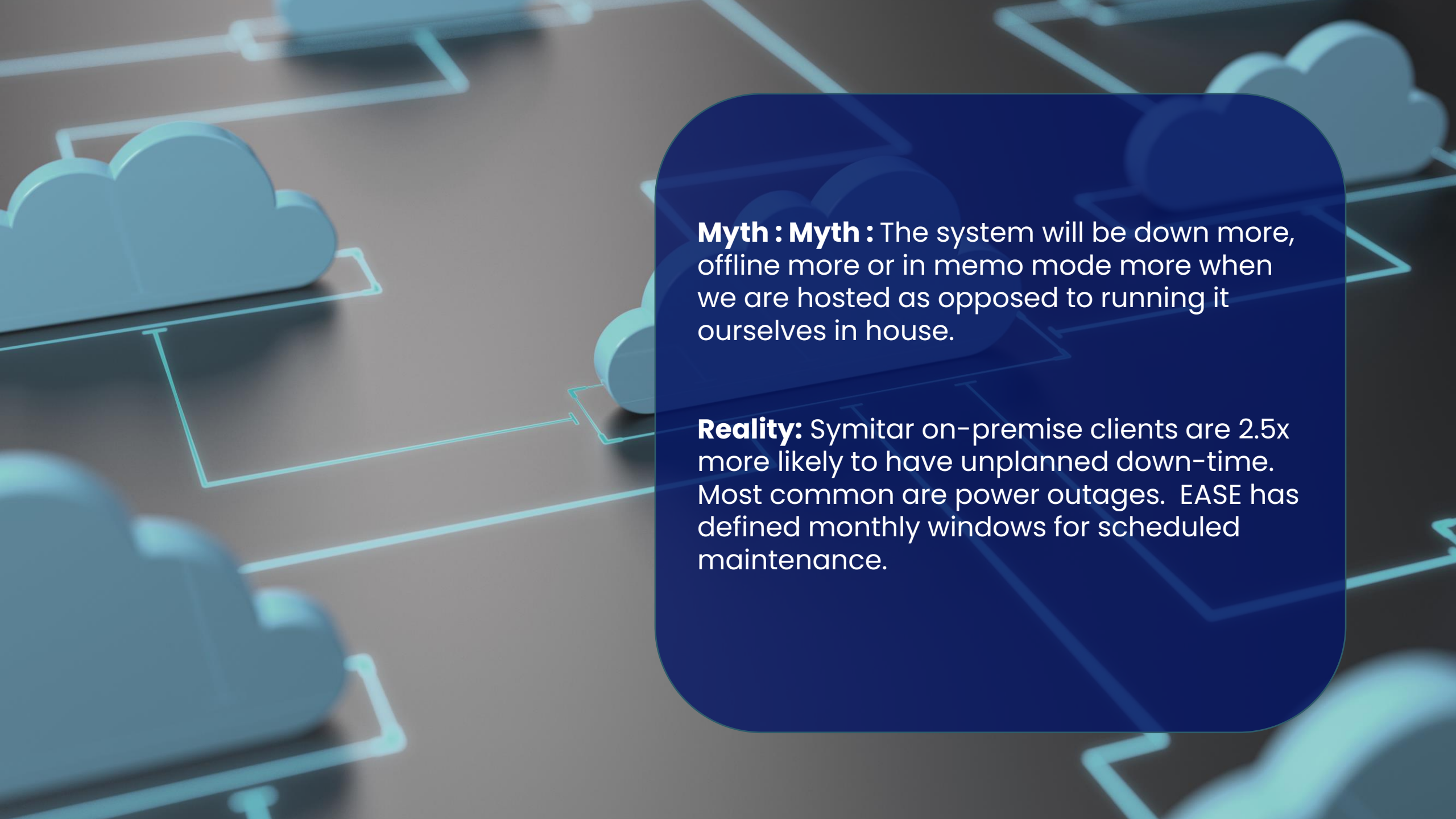
The background features a dark blue gradient with several stylized, light blue 3D clouds. Overlaid on this is a network diagram consisting of thin, light blue lines that connect various points, some of which are represented by small, light blue rectangular nodes. The overall aesthetic is modern and technological.

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

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

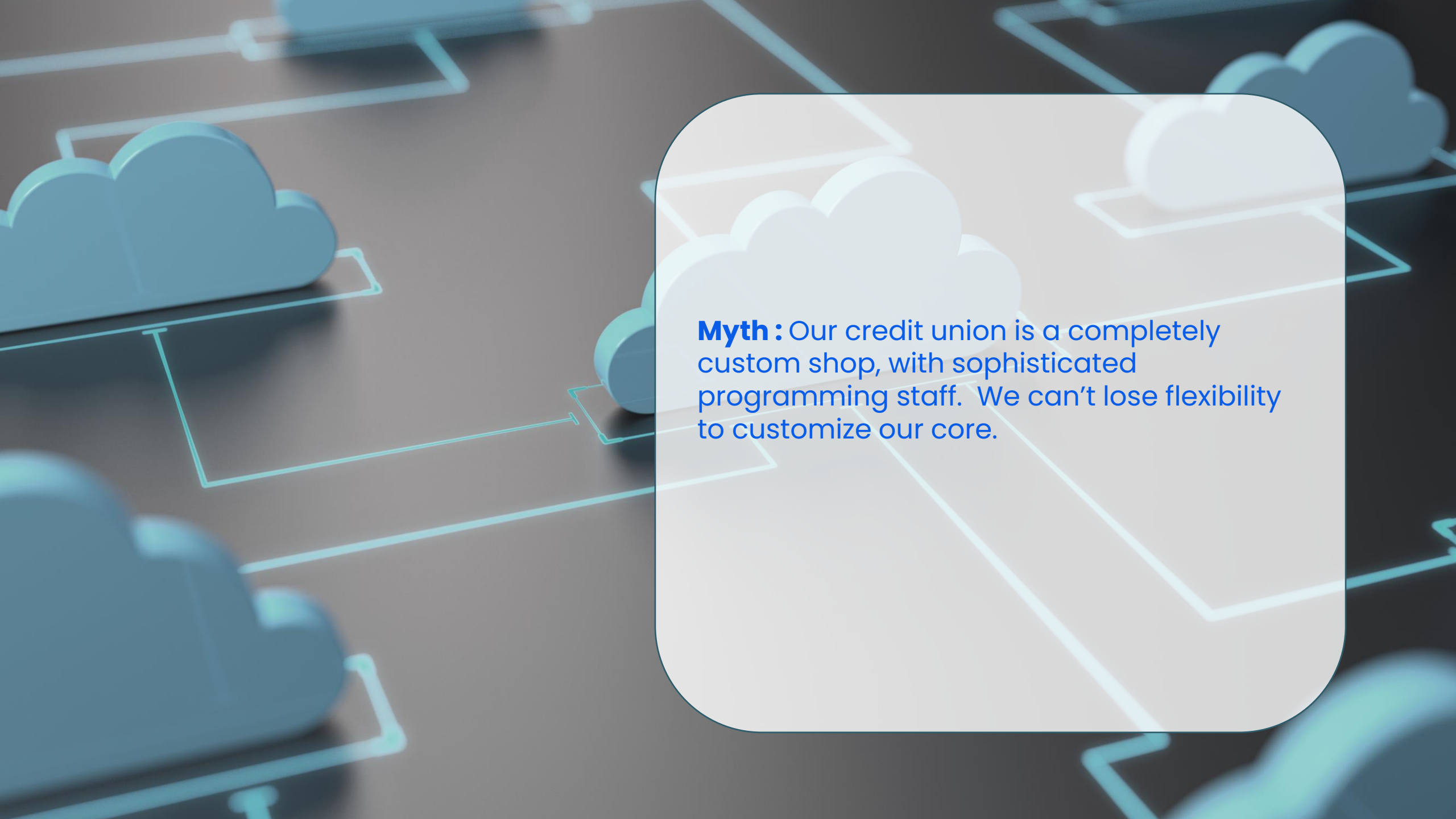
The background features a dark, muted blue-grey color. Overlaid on this are several stylized, light blue-grey cloud shapes of varying sizes. A network of thin, light blue-grey lines connects these clouds and other abstract shapes, suggesting a digital or cloud-based infrastructure. The lines are composed of straight segments and right-angle turns.

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.

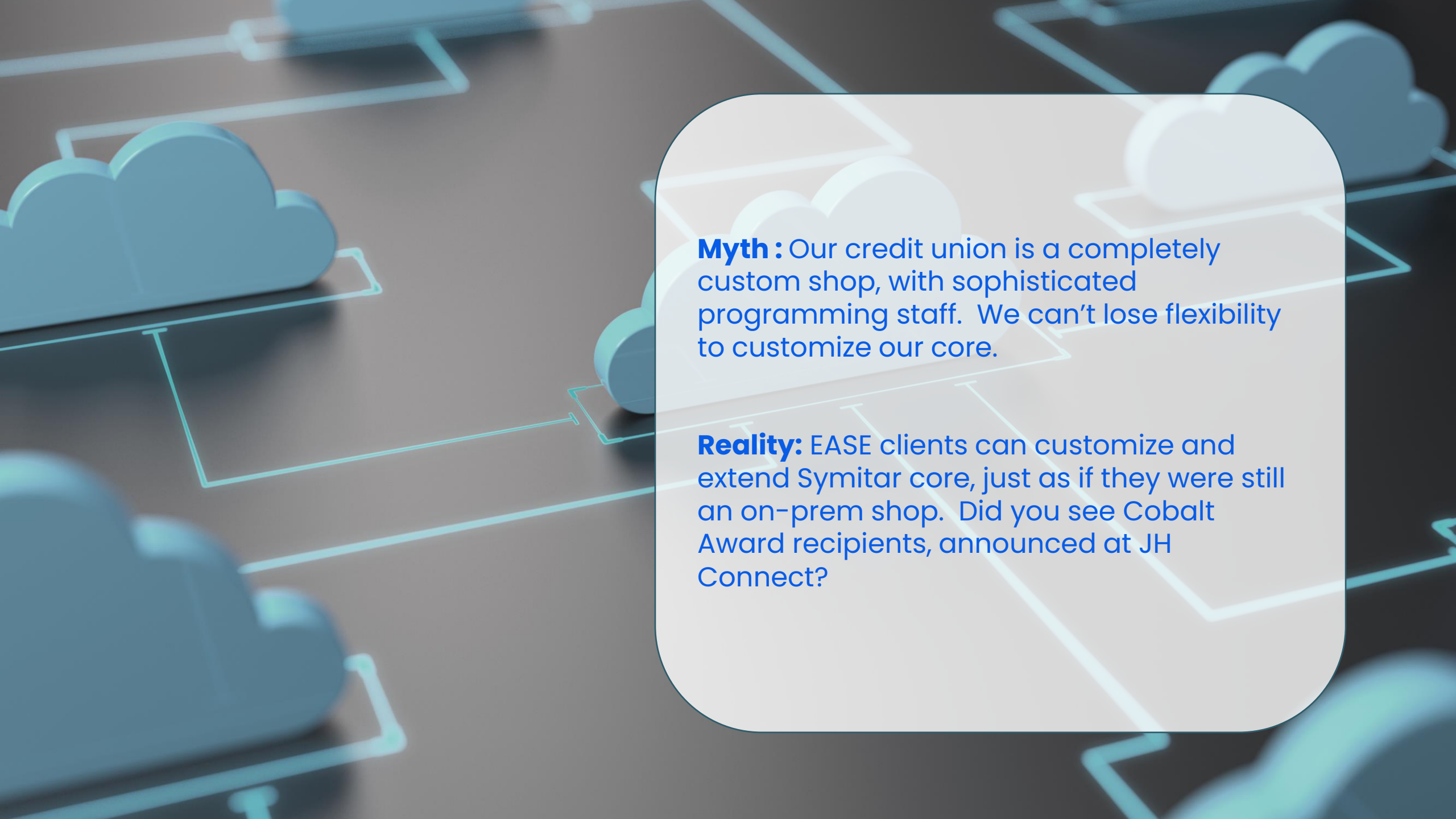


Myth : Myth : The system will be down more, offline more or in memo mode more when we are hosted as opposed to running it ourselves in house.

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.

The background features a dark, textured surface with several stylized, 3D-looking clouds in shades of blue and teal. A network of thin, light blue lines connects various points across the scene, suggesting a digital or cloud infrastructure theme.

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

The background features a dark blue gradient with several stylized, light blue 3D clouds. A network of thin, light blue lines with small arrowheads at the ends crisscrosses the scene, suggesting a digital or cloud infrastructure theme.

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

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?

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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>


The background features a dark, textured surface with several stylized, light blue 3D clouds. A network of thin, light blue lines connects various points across the scene, suggesting a digital or communication infrastructure. A semi-transparent, light orange rounded rectangle is positioned in the center-right, containing text.

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

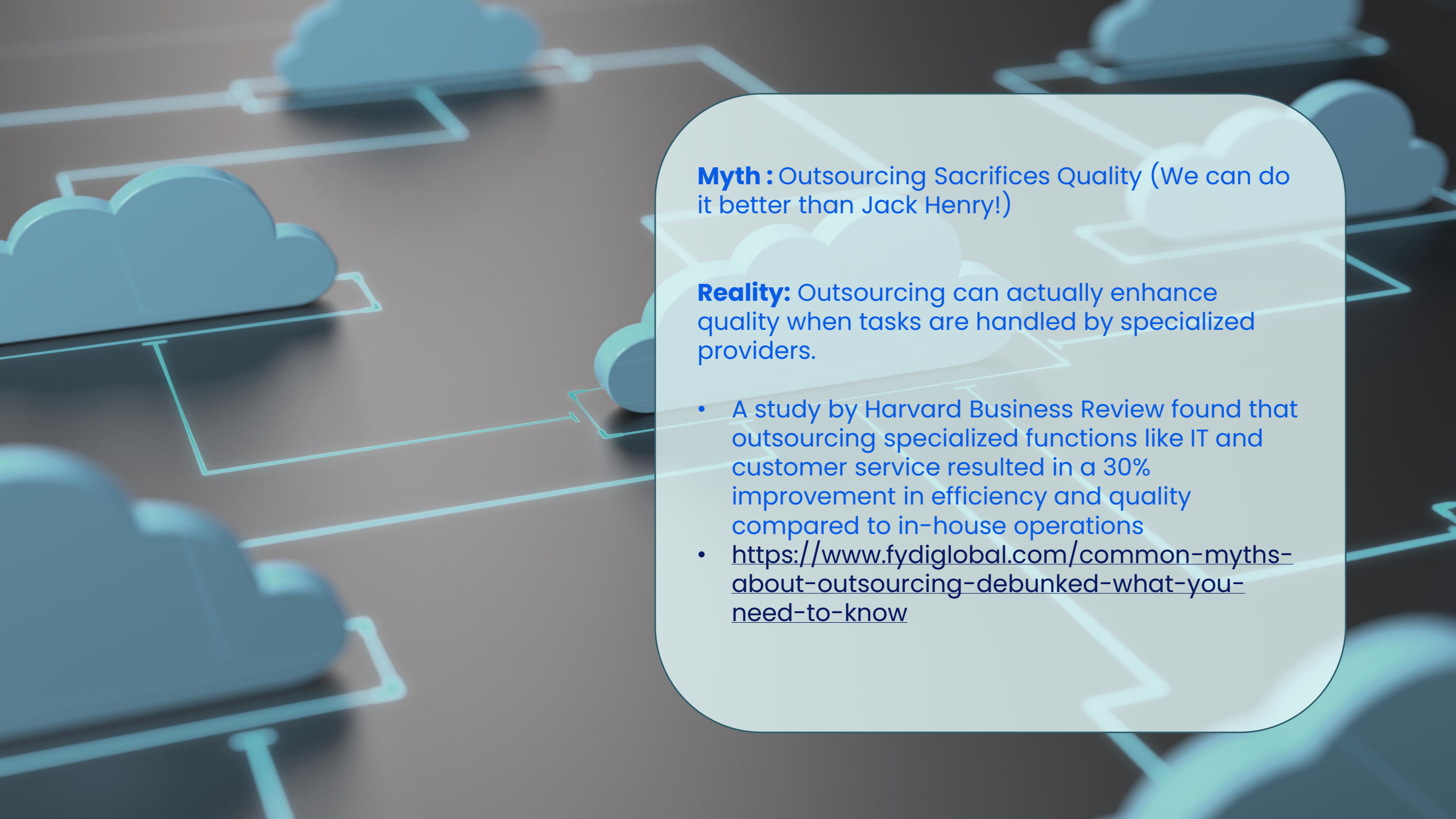
The background features a dark, textured surface with several stylized, light blue 3D clouds. A network of thin, light blue lines with small square nodes at the intersections is overlaid on the scene, suggesting a digital or communication theme.

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

Reality: This is as false as a wooden nickel

The background features a dark, textured surface with several stylized, light blue 3D clouds. These clouds are interconnected by a network of thin, white, glowing lines that form a complex web, suggesting a digital or networked environment.

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>

The background features a dark blue gradient with several light blue, stylized cloud shapes. A network of thin, light blue lines connects these clouds and other abstract shapes, creating a sense of connectivity and flow.

Myth : We must get our house in order before moving to ease.

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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Myth : EASE is too expensive or will cost more than running in-house.



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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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Questions?

Meet the Panelists

James Burke Frazier,
Solution Specialist



Jordan Urso, Director
Credit Union Processing
Services Cloud Operations



Kathleen Garvey,
Solution Specialist



jack henry

**Thank you for
joining us
today!**

