

FORWARD

Welcome to the
2021 Jack Henry & Associates, Inc.
Analyst Day

jack henry
& ASSOCIATES INC.®

FORWARD

Opening Comments and Agenda

Kevin D. Williams
Chief Financial Officer and Treasurer

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Welcome to the 2021 Analyst Conference

FORWARD LOOKING STATEMENT

Today's presentations include certain forward-looking statements, including remarks or responses to questions concerning future expectations, events, objectives, strategies, trends or results. Like any statement about the future, these are subject to a number of factors that could cause actual results or events to differ materially from those which we anticipate due to a number of risks and uncertainties. The Company undertakes no obligation to update or revise these statements. For a summary of these risk factors and additional information, please refer to the quarterly press release and the sections in our 10-K entitled "Risk Factors" and "Forward-Looking Statements."

During the presentations we will potentially also discuss certain non-GAAP financial measures, including but not limited to non-GAAP revenue and non-GAAP operating income. The reconciliations for historical non-GAAP financial measures can be found in the quarterly press release.

AGENDA

Overview

David Foss, President and Chief Executive Officer

Financial Overview

Kevin Williams, Chief Financial Officer and Treasurer

Everything Operations

Greg Adelson, Chief Operating Officer

Everything Payments

Tede Forman, Head of Consumer and Commercial Payments

Break

AGENDA

Everything Core & Open

Stacey Zengel, Senior Vice President and President of Jack Henry Banking®

Everything Digital

Benjamin Metz, Head of Digital

Everything Private Cloud

Scott Spain, Vice President, OutLink Processing Services

Markets and the Marketing

Jeff Vandeveld, Senior Director of Marketing

Q&A

jackhenrybanking.com

profitstars.com

symitar.com

Detailed Product Information

FORWARD

Jack Henry Overview

David Foss

President & Chief Executive Officer

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AGENDA



Year in Review



Sales Performance



Jack Henry Today



Customer Strategies



Strategic Direction



Future Outlook

Solid Financial Performance

Delivered solid financial performance, despite the challenges over the past year

Completed Card Platform Migrations

Over 20M cards in 3.5 years

Workforce Strategy

Continue to effectively manage pandemic-driven changes for our associates and customers

One Jack Henry Initiative

Focused on ways that promote transparency, consistency, collaboration, and communication – across the organization and into the markets we serve

FY21 in Review

Sales has rebounded

SALES HIGHLIGHTS YEAR-TO-DATE

132

Banno Digital Platform units sold (*more than double this time last year*)



Rebounding from COVID

Recent quarter meets pre-COVID new core win rate at one per week
Sales pipeline aligns with future quota expectations

Jack Henry Banking®

Six on-premise to private cloud migrations



11

New core wins
All competitive displacements

17

New core wins
All competitive displacements



Symitar®

Fifteen on-premise to private cloud migrations

ProfitStars®

For non-core customers, we average **3.95** ProfitStars products per client



38

New Jack Henry customers (same as this time last year)



Corporate Responsibility

Published first Sustainability Report

2020



Committed to advancing DEI

Signed the CEO Action Pledge and now have **six** formal Business Innovation Groups (BIGs), launching Go Green on Earth Day. BIGs offer developmental and educational opportunities throughout the year.

3,900 associates completed
unconscious bias
training

We believe continuing to foster a safe, ethical, and inclusive work environment is paramount to our continued success.

Profile

JACK HENRY TODAY

We are an S&P 500 company that serves approximately 8,500 clients nationwide. With a heritage that has been dedicated to openness, partnership, and user centricity for more than 40 years, we are well-positioned as a driving market force to enable digital transformation for online banking and payments

6,800+
associates



4
core
processing
systems

45TH
ANNIVERSARY
1976 - 2021
jack henry
& ASSOCIATES INC.

63%

of our core clients use
Jack Henry's Private
Cloud model

\$1.7B

in revenue
fiscal year ended
6/30/20

STRATEGIC DIRECTION



Pillars of Success at Jack Henry



Employees

Our focus on employees



Customers

Our focus on customers



Shareholders

Our focus on shareholders

BEST PLACES TO WORK



Customer Surveys

DAILY CUSTOMER SATISFACTION SURVEYS



4.75

3/2021

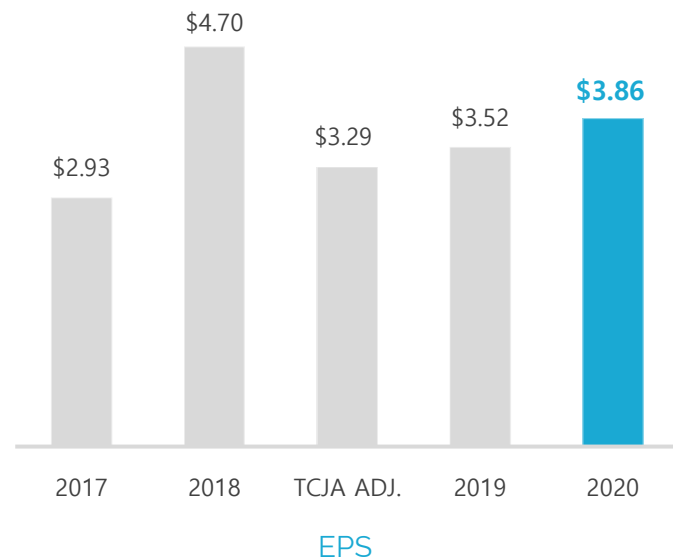
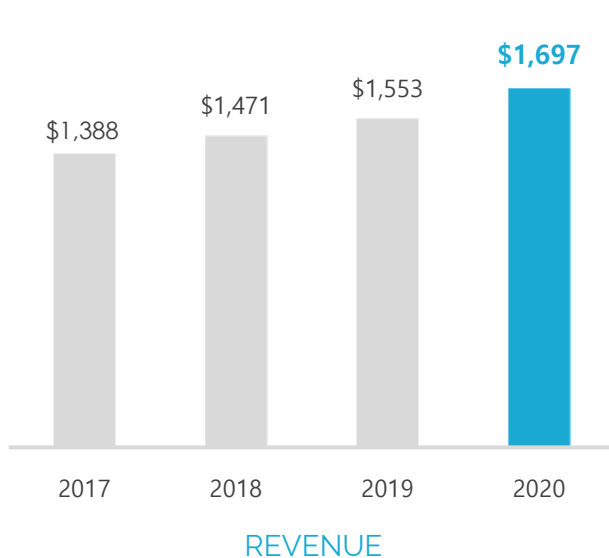
**What is your
overall rating of
the Customer
Service
Representative?**

Rating Scale 1 – 5, with 5
being extremely satisfied

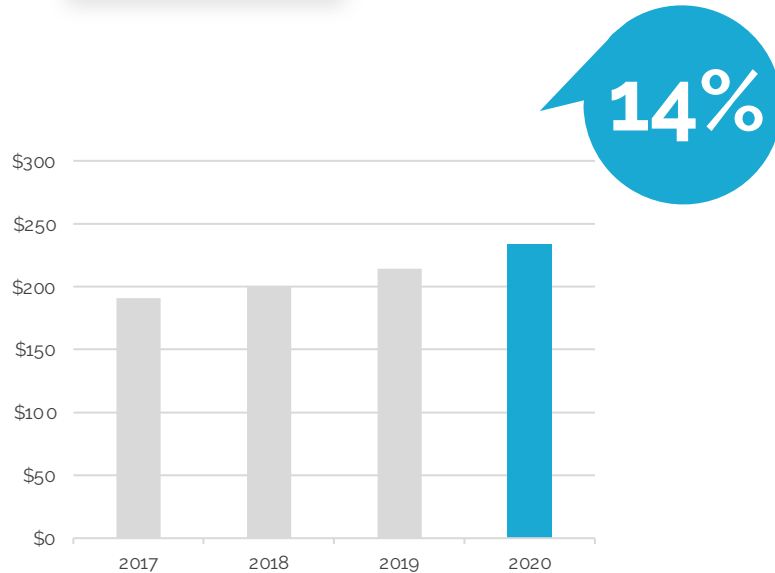
REVENUE AND EPS COMPARISON

Fiscal Year Ended June 30

(in millions, except per share data)



INVESTMENT IN TECHNOLOGY



R&D Expenditure (in millions and as percentage of total revenue)

- 1. Digital Solutions**
Banno, Cash Management, and Online Account Opening
- 2. Core Feature and UI Enhancement**
- 3. Jack Henry Payments Hub:**
Zelle and The Clearing House immediate payments
- 4. Open Banking Strategy**
- 5. Treasury Management Platform**
- 6. Commercial Lending technology**

2021 TECHNOLOGY PLANS AND SPENDING

Improving efficiency is back in the spotlight — coming in as a top three concern for both banks and credit unions in 2021



FIs realize that their vendor relationships are critical to their ability to innovate, digitally transform, and deploy new technologies



Digital Account Opening

continues to be a top focus in 2021 and a growing percentage of banks and credit unions plan to enhance commercial digital delivery

Source: Cornerstone Advisors, What's Going on in Banking 2021

FI'S TECH SPENDING 2021

How will your institution's tech spending change in the upcoming year compared to the prior year?

	Banks			Credit Unions		
	2019	2020	2021	2019	2020	2021
Significantly (>10%) higher	26%	16%	22%	25%	25%	19%
Somewhat (1%-10%) higher	59%	56%	51%	66%	63%	58%
No change	12%	19%	22%	7%	6%	15%
Somewhat (1%-10%) lower	2%	9%	5%	2%	5%	5%
Significantly (>10%) lower	1%	0%	1%	0%	1%	2%

Source: Cornerstone Advisors, What's Going on in Banking 2021

FI'S TECHNOLOGY PRIORITIES 2021

What are your institution's most important technology priorities for the upcoming year?

	Banks			Credit Unions		
	2019	2020	2021	2019	2020	2021
Improve customer experience/ service delivery	75%	67%	67%	75%	78%	70%
Get more value from existing technologies and vendor relationships	42%	51%	53%	26%	34%	43%
Improve efficiency	53%	36%	41%	49%	47%	40%
Increase revenue generation opportunities	21%	17%	25%	20%	17%	31%
Invest in new systems	26%	29%	30%	33%	31%	30%
Better address fraud and risk management	19%	15%	13%	17%	13%	16%

Source: Cornerstone Advisors, What's Going on in Banking 2021

Growth Strategies

CLIENT STRATEGIES FOR THE FUTURE



Jack Henry
Digital



Jack Henry
Lending



Payments
Strategies



Fintech
Partnerships



Open
Banking

CLIENT STRATEGIES

For the Future

Open Banking

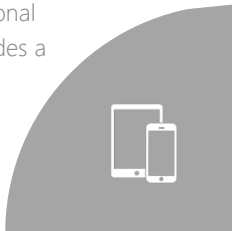
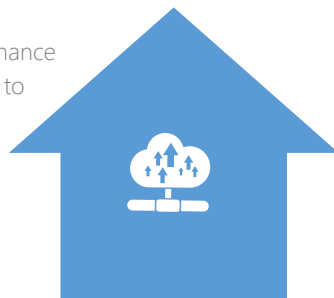
Open APIs create and enhance partnership opportunities to quickly bring integrated solutions to market.

Jack Henry Digital

Banno Digital Platform coupled with Cash Management and Personal Financial Management provides a complete digital ecosystem.

Jack Henry Lending

Jack Henry Lending offers a seamless lending experience that incorporates all-digital loan origination, decisioning, and portfolio management workflows.



Fintech Partnerships

We believe in giving clients the ability to work with their preferred fintech solution providers.



Jack Henry Payments

Jack Henry has been critical in connecting core banking systems to real-time payment networks to prepare them for faster payments.

5M+

Banno Digital Monthly Users

~250

*Integrated 3rd Party FinTechs
(Enterprise APIs)*

600+

Third Party Point Integrations

174

Zelle Contracts

SUMMARY

1

Motivated Workforce at Jack Henry

We have a highly motivated and engaged workforce.

2

High Customer Satisfaction

We enjoy outstanding customer satisfaction levels – critical in a reference selling business like ours.

3

FIs Will Spend More on IT Than 2020

Spending rates are projected by 73% of FIs to be “higher” or “significantly higher” than what we saw in 2020.

4

Jack Henry is Well-Positioned

We are well-positioned with new solutions to help address the challenges our clients face every day.

Continued Focus

Future Outlook



Focus on Financial Services

Continue our dedicated focus on financial services



Enhance our Products and Services

Leverage advancing technologies to enhance products and services



Focus on Customer Service

Maintain our high levels of customer service and satisfaction



Openness

Continue our commitment to Open Banking



Pursue Acquisitions that fit our strategy

Pursue disciplined acquisitions

QUESTIONS



FORWARD

Financial Updates

Kevin Williams

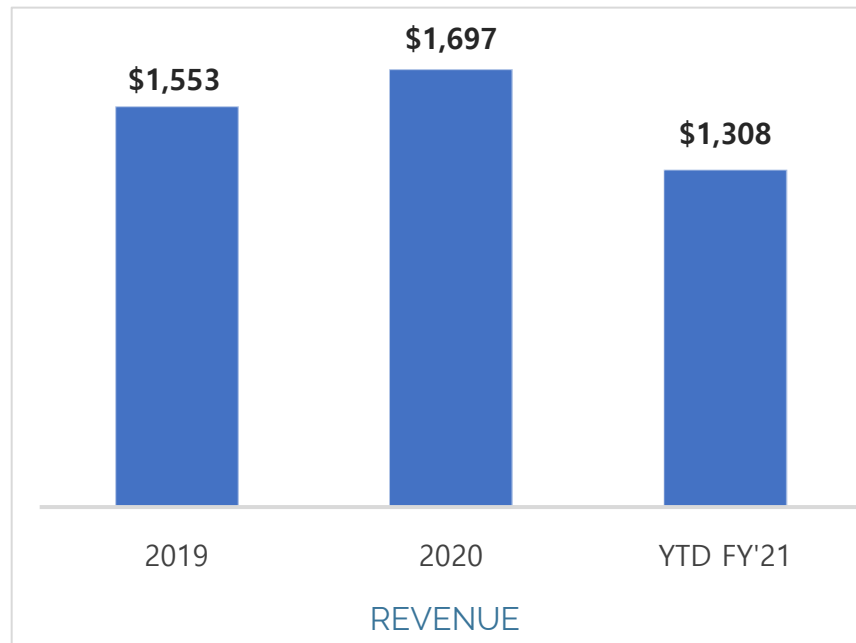
Chief Financial Officer and Treasurer

jack henry
& ASSOCIATES INC.®

REVENUE AND EPS COMPARISON

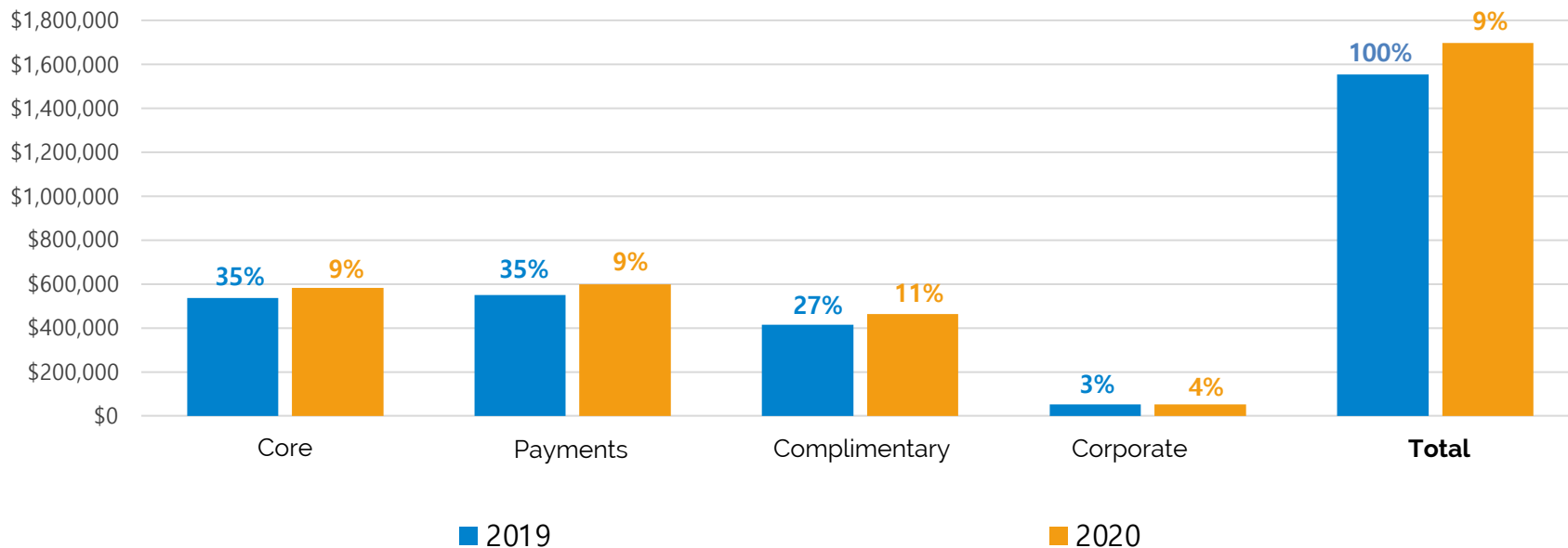
(\$ in Millions, Except Per Share Data)

Fiscal Year Ended June 30



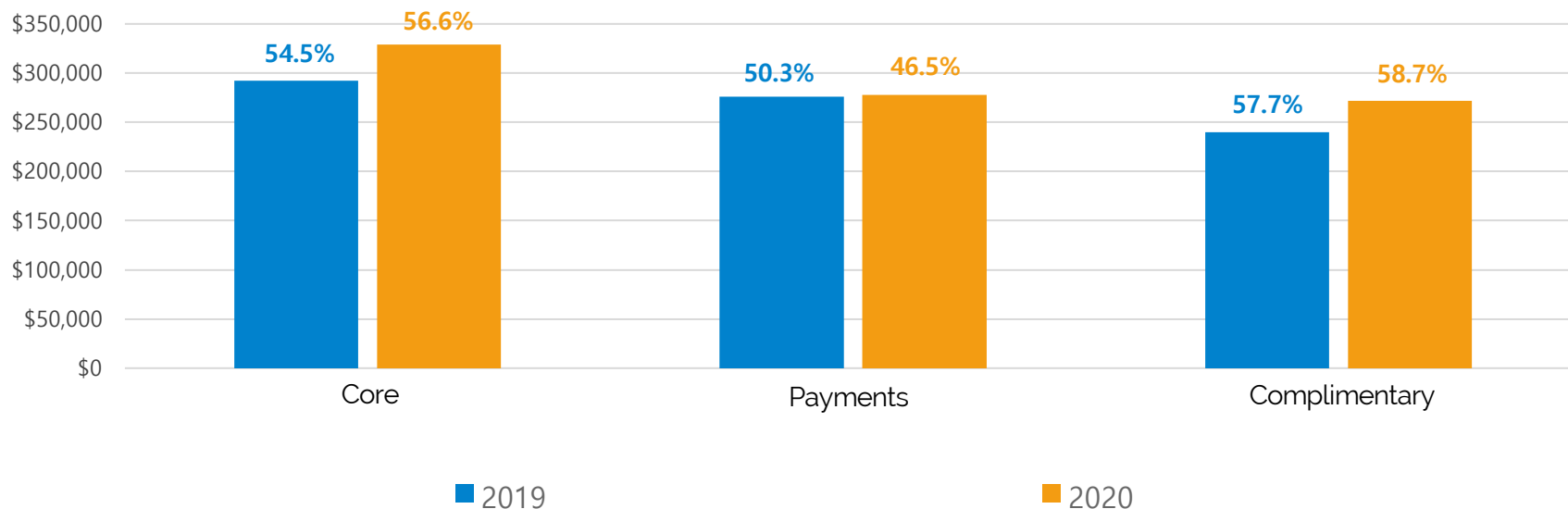
SEGMENTS GAAP REVENUE

(Percentage of Revenue; Year-over-Year Growth; \$ in Thousands)



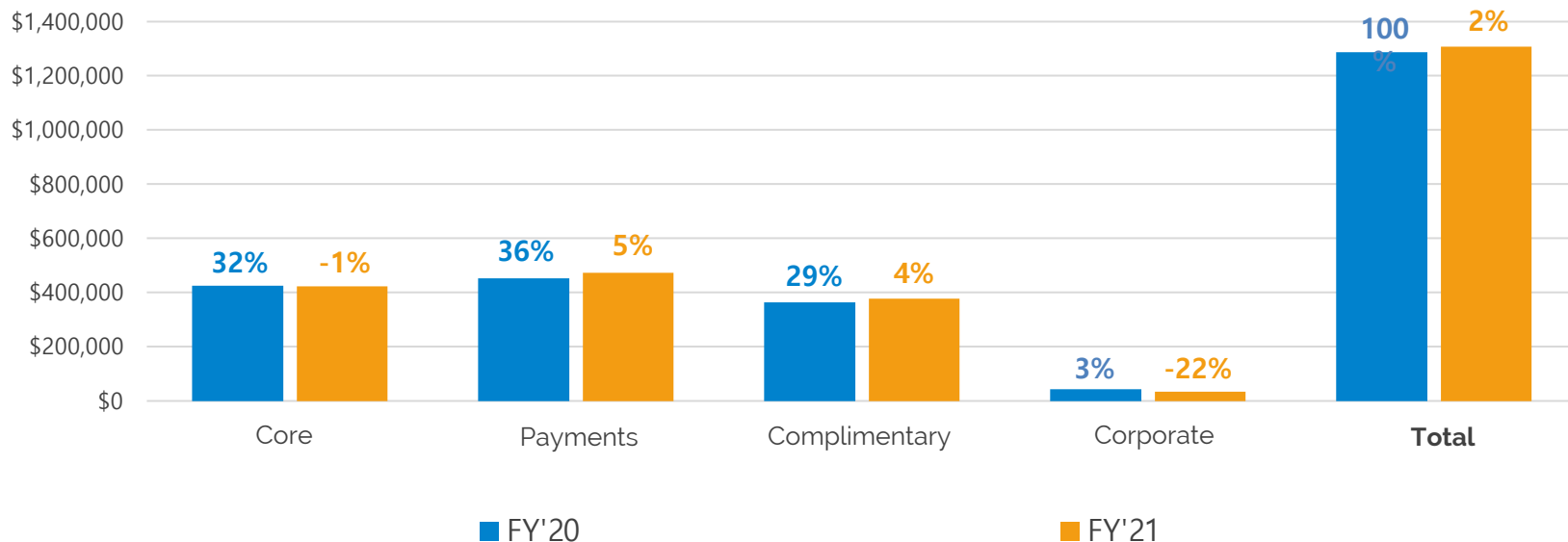
SEGMENTS GAAP OPERATING INCOME

(Margin Percentage; \$ in Thousands)



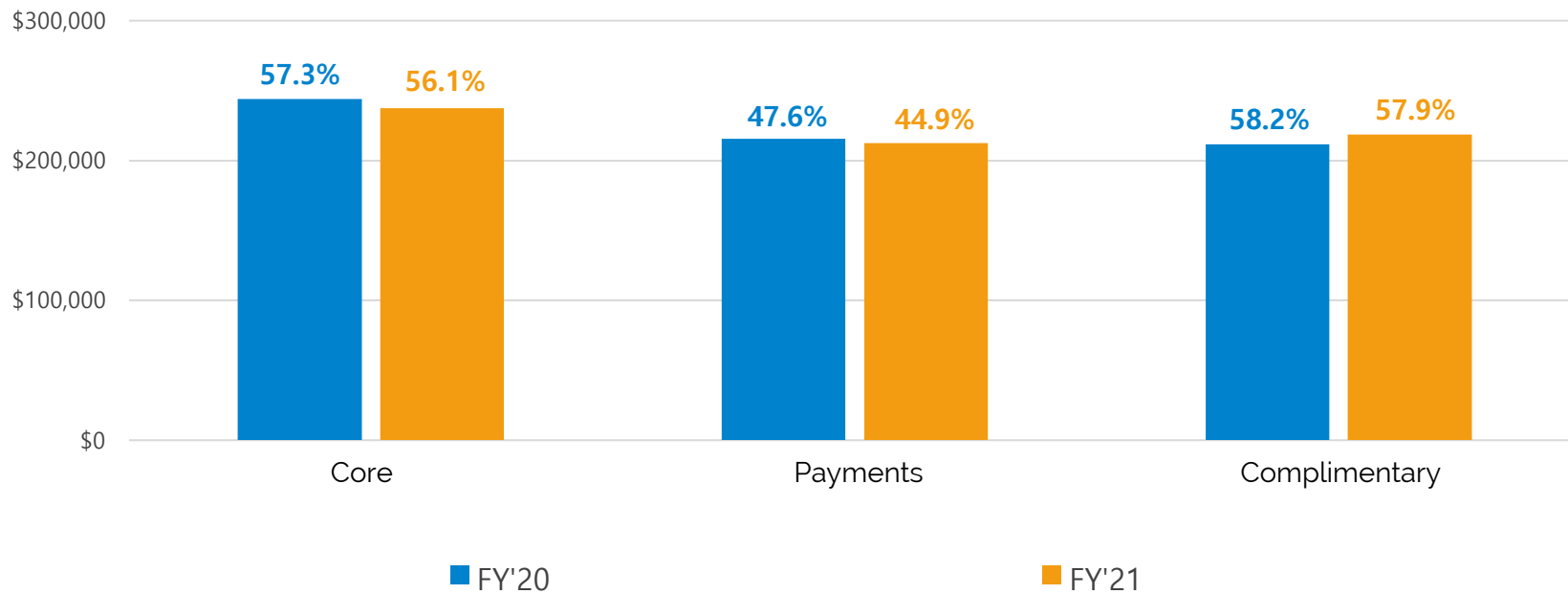
SEGMENTS GAAP REVENUE YEAR-TO-DATE

(Percentage of Segment Revenue; Year-over-Year Growth; \$ in Thousands)



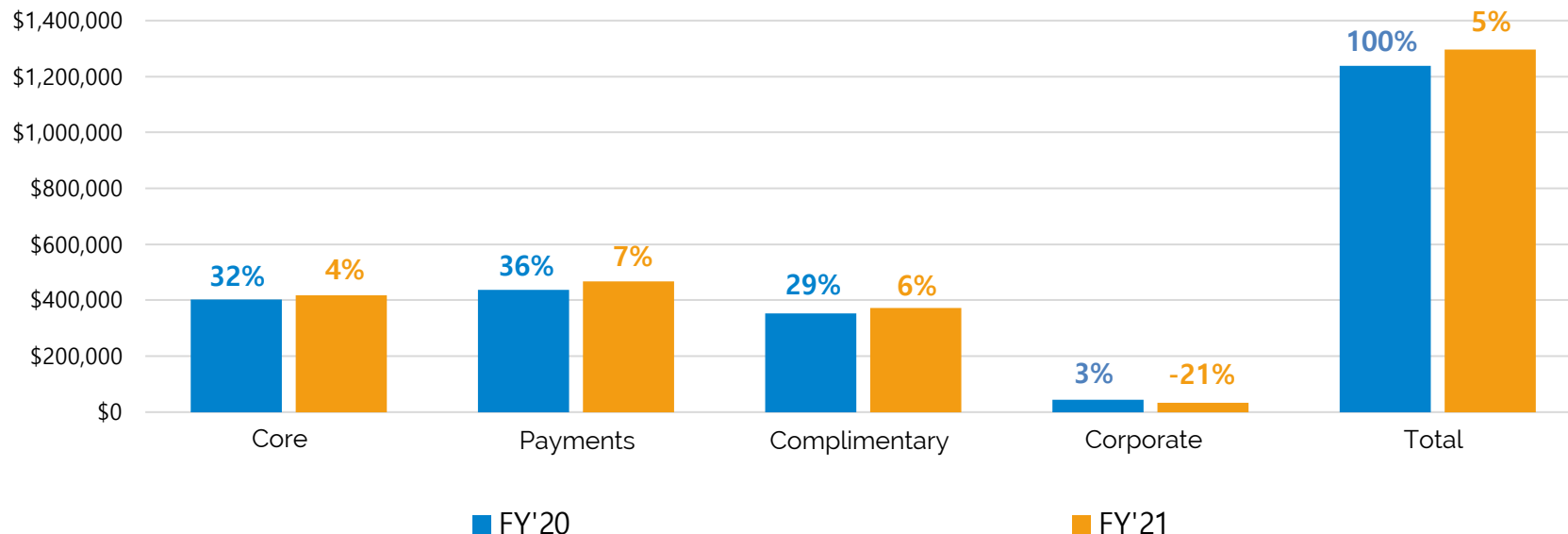
SEGMENTS GAAP OPERATING INCOME YEAR-TO-DATE

(Margin Percentage; \$ in Thousands)



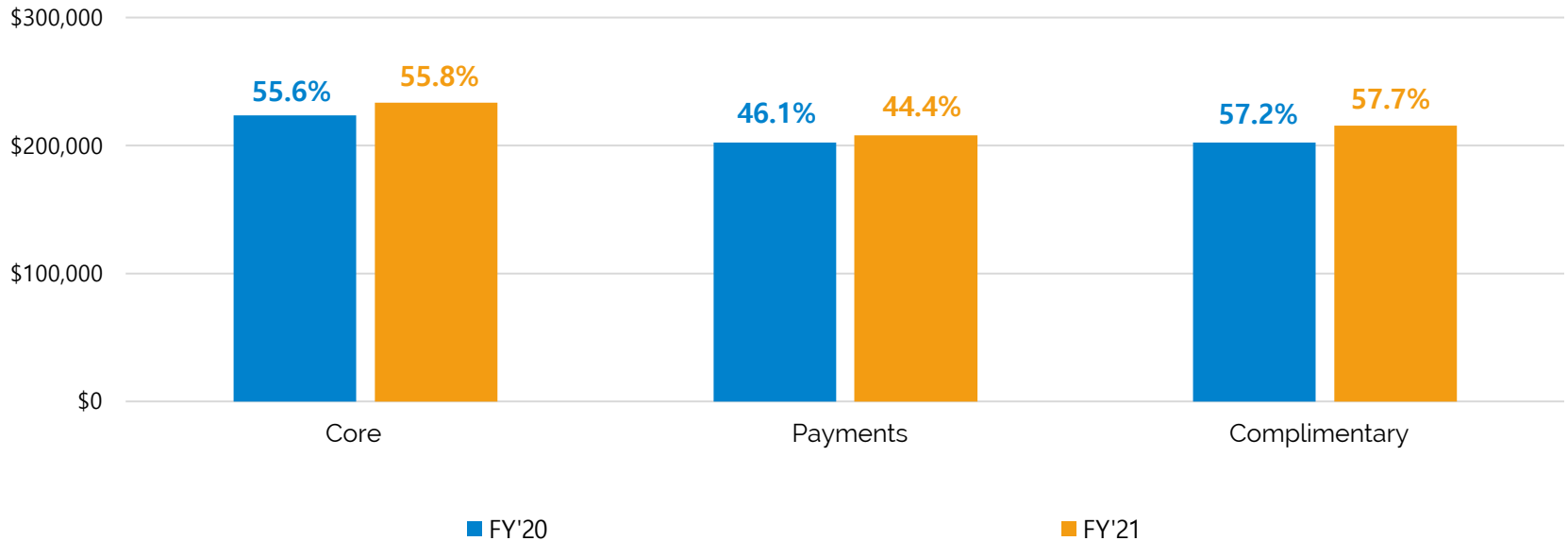
SEGMENTS NON-GAAP REVENUE YEAR-TO-DATE

(Percentage of Segment Revenue; Year-over-Year Growth; \$ in Thousands)

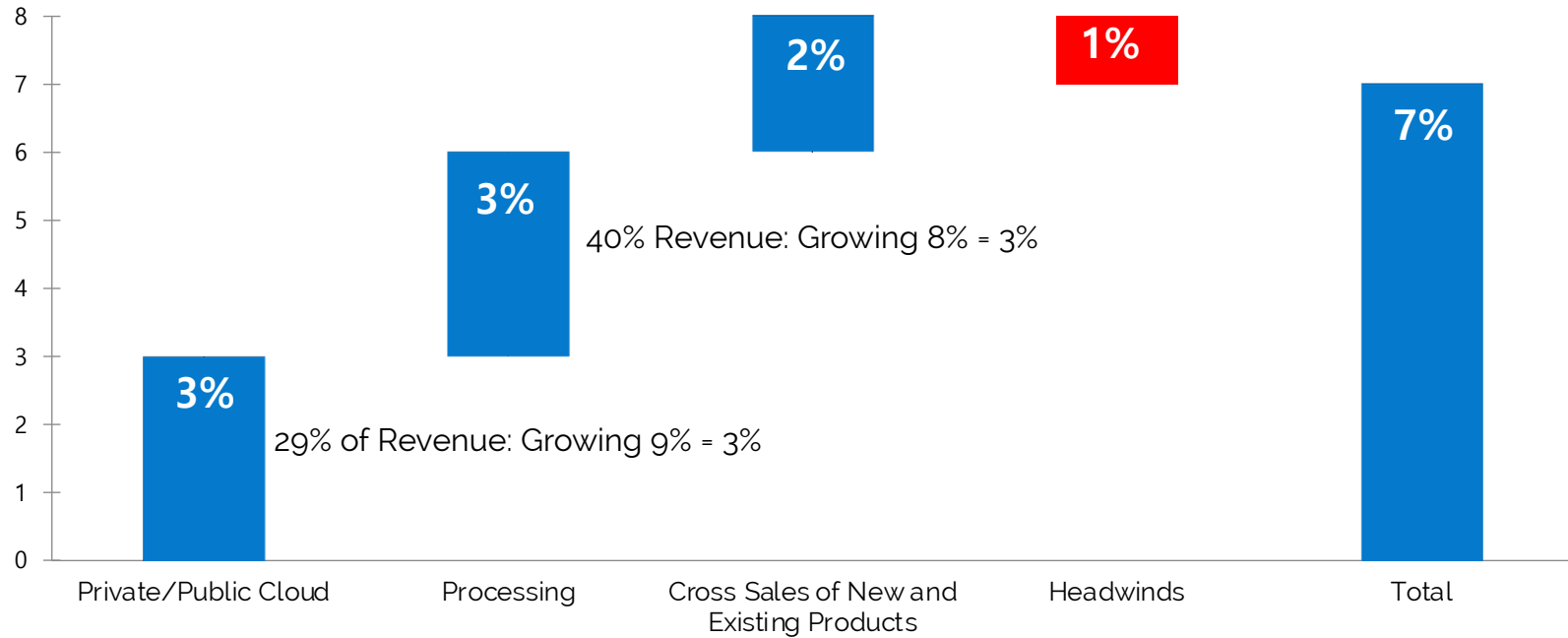


SEGMENTS NON-GAAP OPERATING INCOME YEAR-TO-DATE

(Margin Percentage; \$ in Thousands)

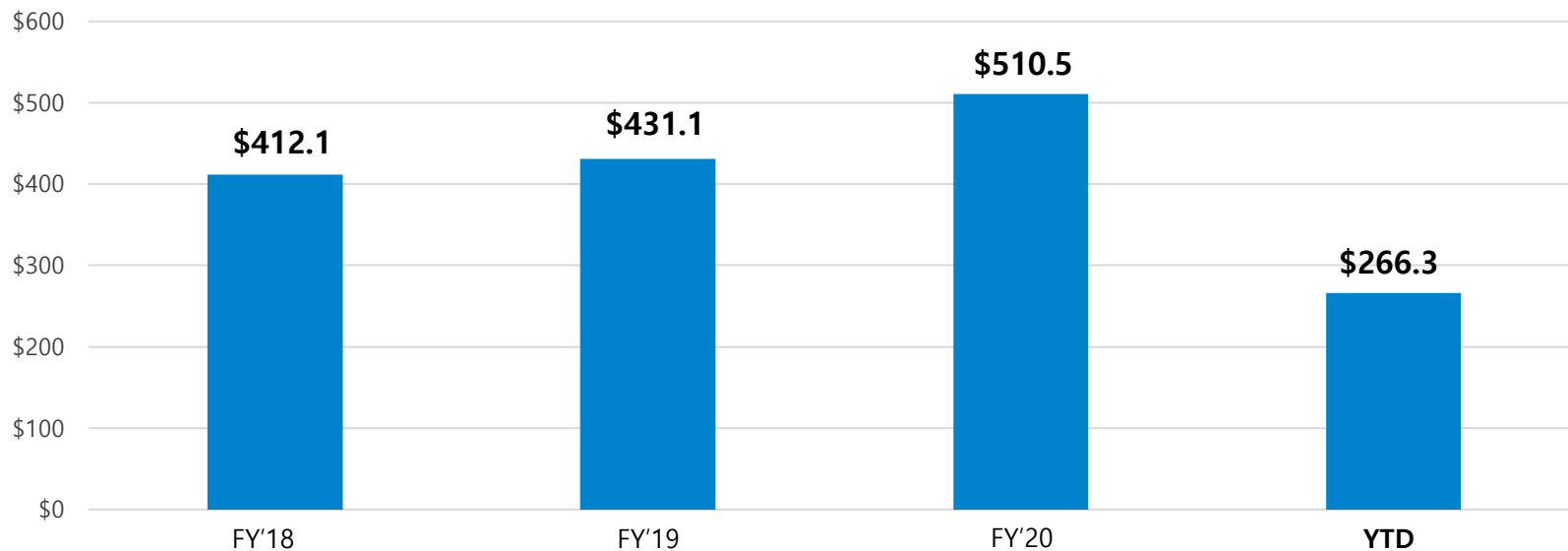


PROJECTED REVENUE GROWTH DRIVERS IN A TYPICAL YEAR



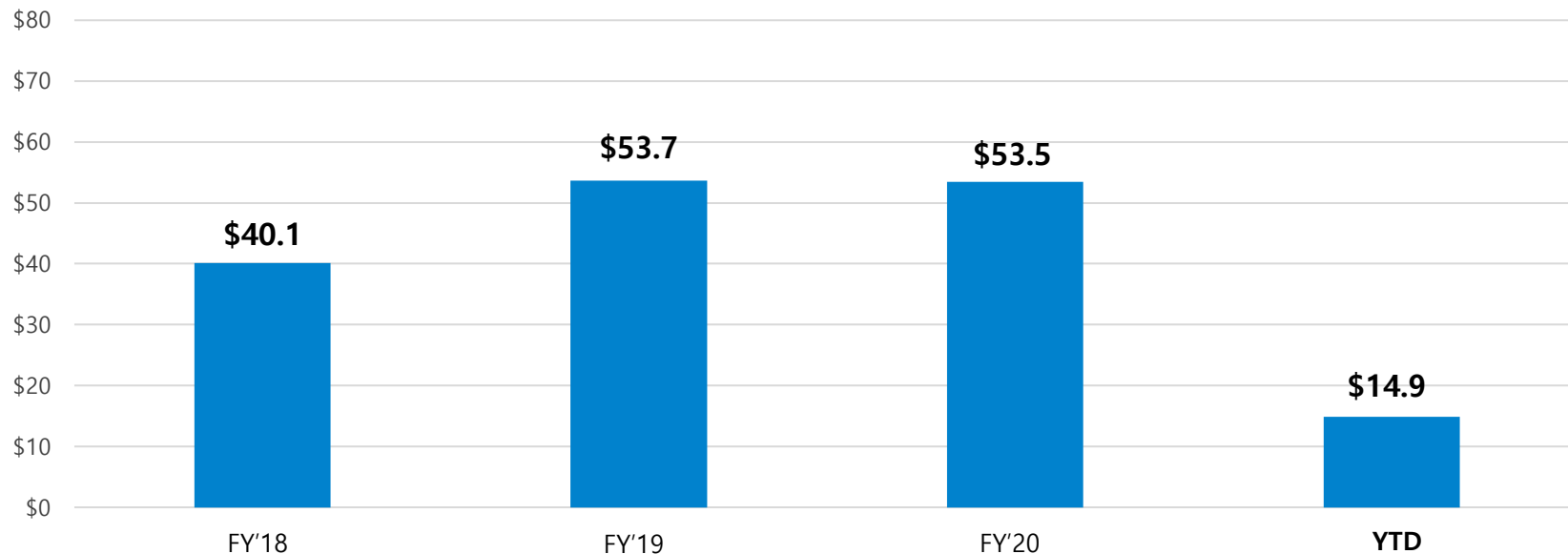
OPERATING CASH FLOW

(\$ in Millions)



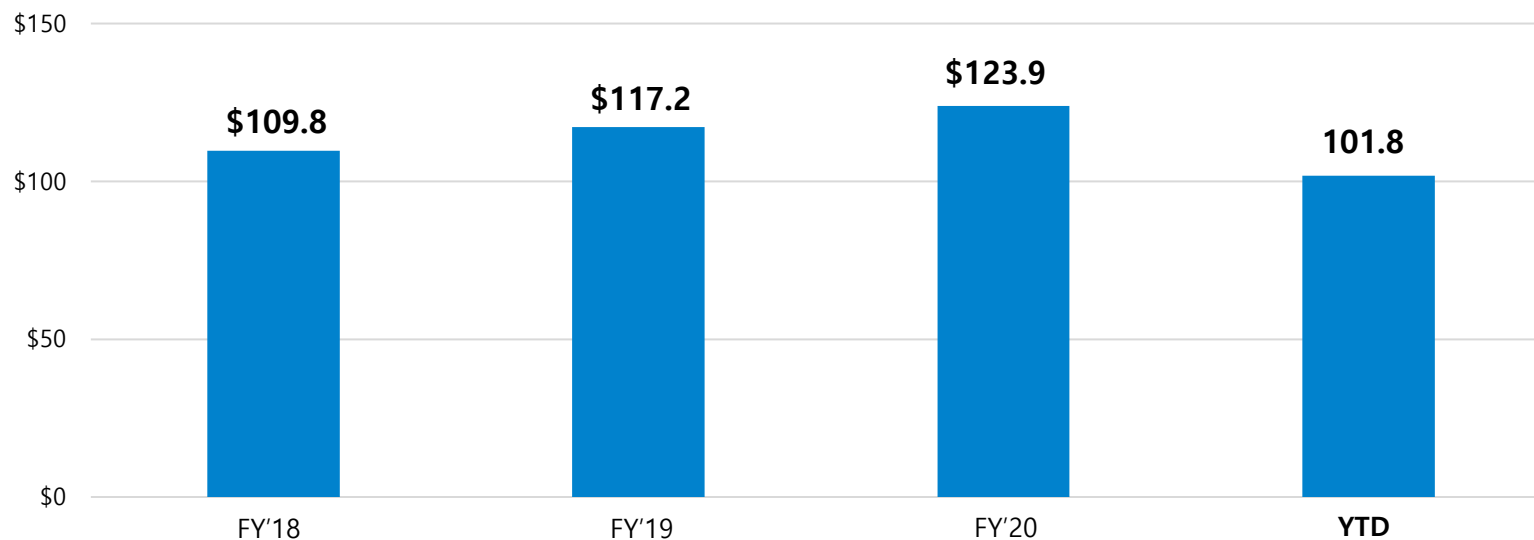
CAPITAL EXPENDITURES

(\$ in Millions)



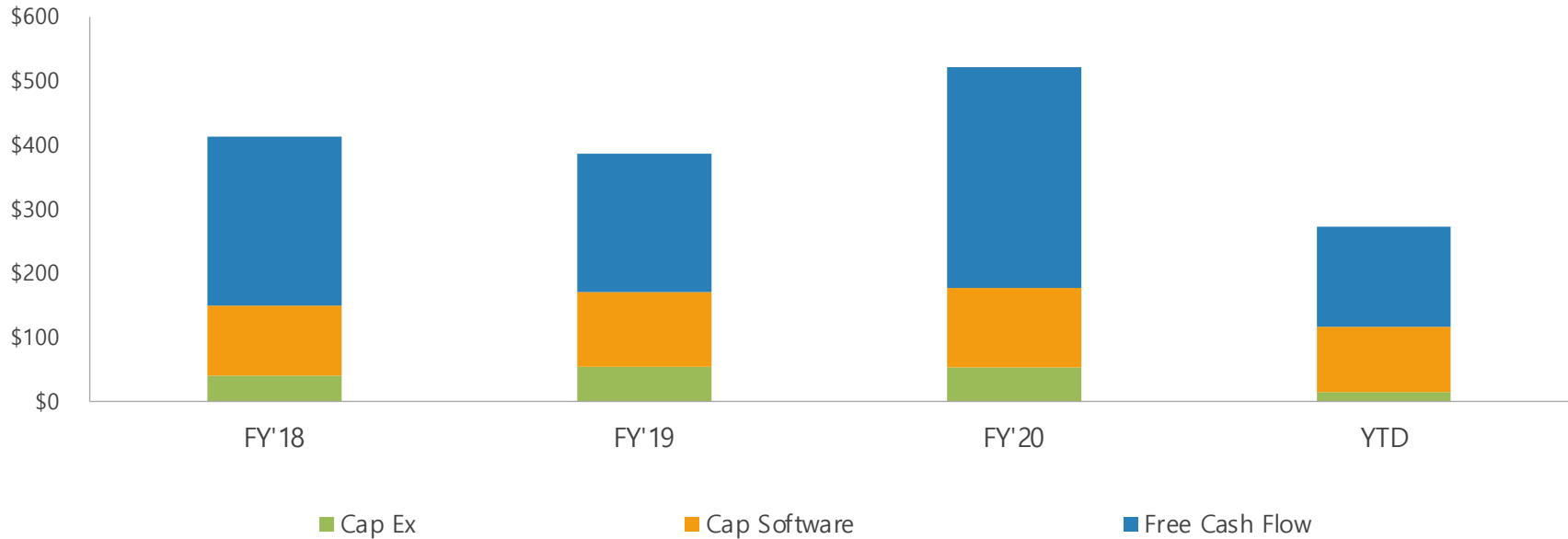
CAPITALIZED SOFTWARE

(\$ in Millions)



OPERATING CASH FLOW COMPONENTS

(\$ in Millions)

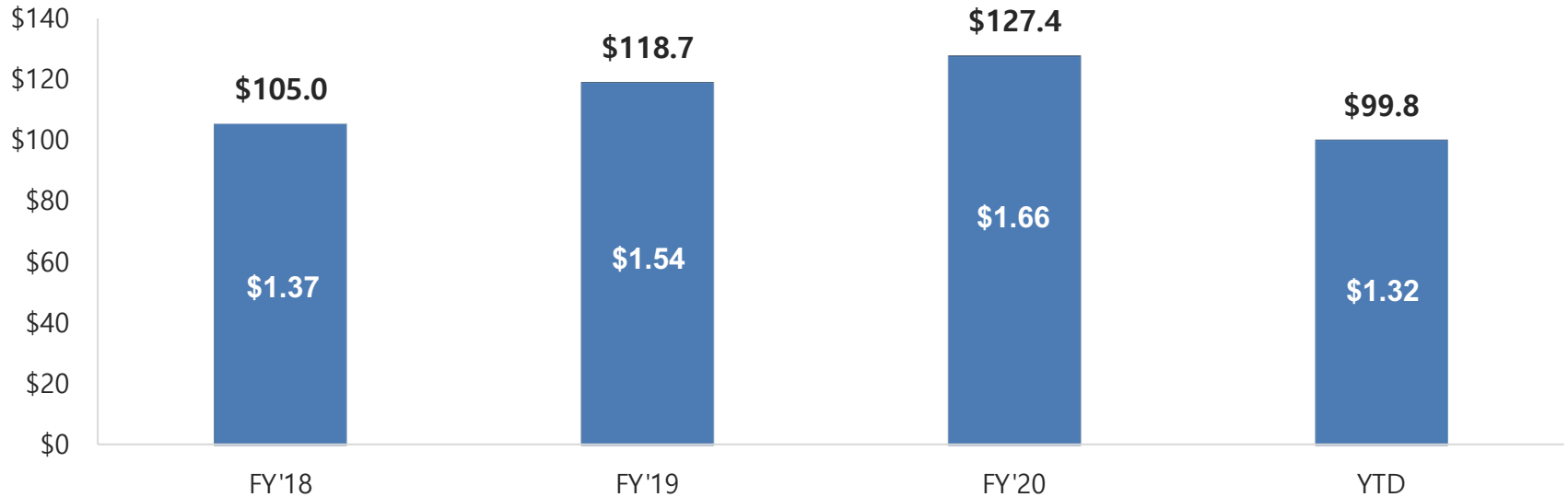


RETURNING VALUE TO SHAREHOLDERS



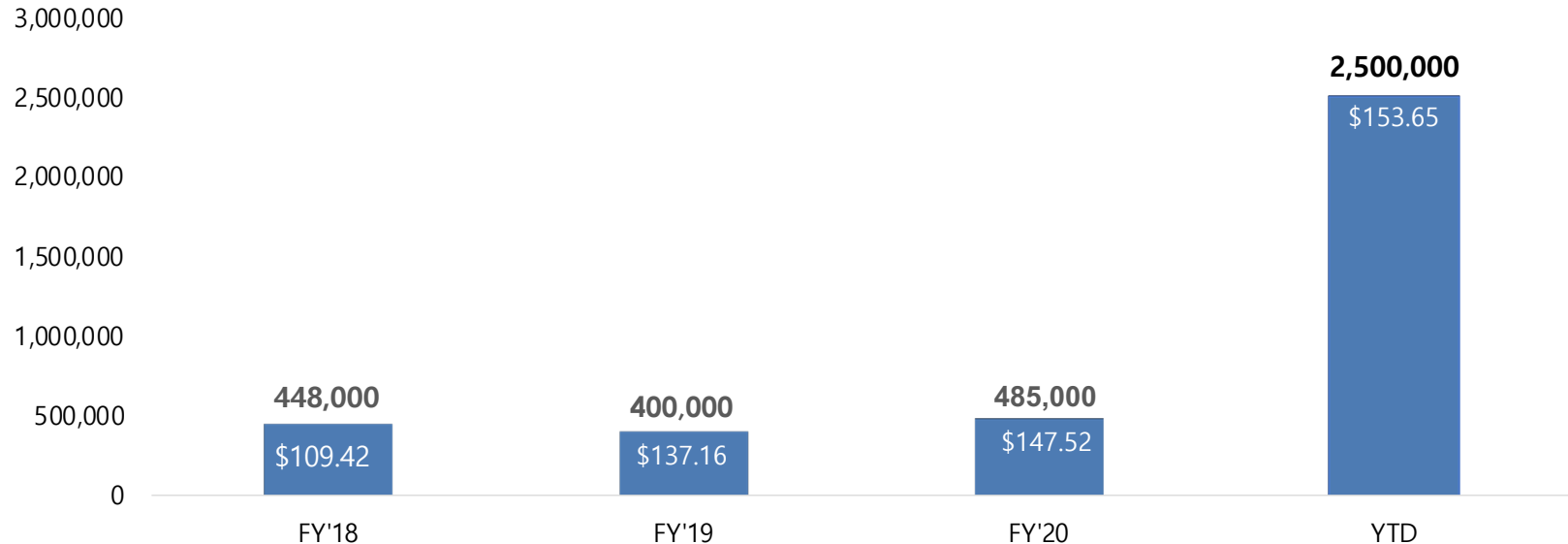
DIVIDENDS PAID

(\$ in Millions, Except Per Share Amount)



SHARE REPURCHASES

(Number of Shares and Average Price Per Share)



» Aggregate Share Repurchased: 29,493,212 for \$1.57 Billion, average price of \$53.10

RECENT ACQUISITIONS

- Completed the following acquisitions:
 - **Agiletics** – October 1, 2018
 - Deposit Escrow Sub Accounting (DESA) solution
 - **Bolts Technologies** – October 8, 2018
 - Digital Account Opening
 - **Geezeo®** – July 1, 2019
 - Digital Financial Management solution

SELECT FINANCIAL METRICS

	FY'18	FY'19	FY'20	3/31/21
Current Ratio	1.05	1.20	1.35	1.47
Return on Avg. Assets	*18.7%	12.9%	12.9%	**13.3%
Return on Invested Capital	*30.1%	19.5%	19.8%	**19.2%
Return on Equity	*30.1%	19.8%	19.9%	**20.9%
* Impacted by TCJA				
** Trailing Twelve Month				

QUESTIONS



FORWARD

Everything Operations

Greg Adelson

Chief Operating Officer

jack henry
& ASSOCIATES INC.®

AGENDA



Foundational
pillars and
tenets of
ONE Jack Henry



Key customer
focused initiatives
completed or in
progress



Jack Henry
banking and credit
union core
segment



Key
operational
metrics

Pillars of Success at Jack Henry

- 1 Employees
- 2 Customers
- 3 Shareholders

Cultivate a *Best Places to Work* environment.



PILLARS OF FOCUS

Deliver a superior customer experience.



Improve efficiency, effectiveness, and scale.



Swiftly address corporate and compliance requirements.



Enhance stakeholder value.





THE **FOUR TENETS** OF IMPROVED EXECUTION AND LEADERSHIP

TRANSPARENCY

Operating in a way
that creates
openness.

CONSISTENCY

Achievement of
performance that
doesn't vary in quality
over time.

COLLABORATION

Working together for a
common purpose to
achieve a common
goal.

COMMUNICATION

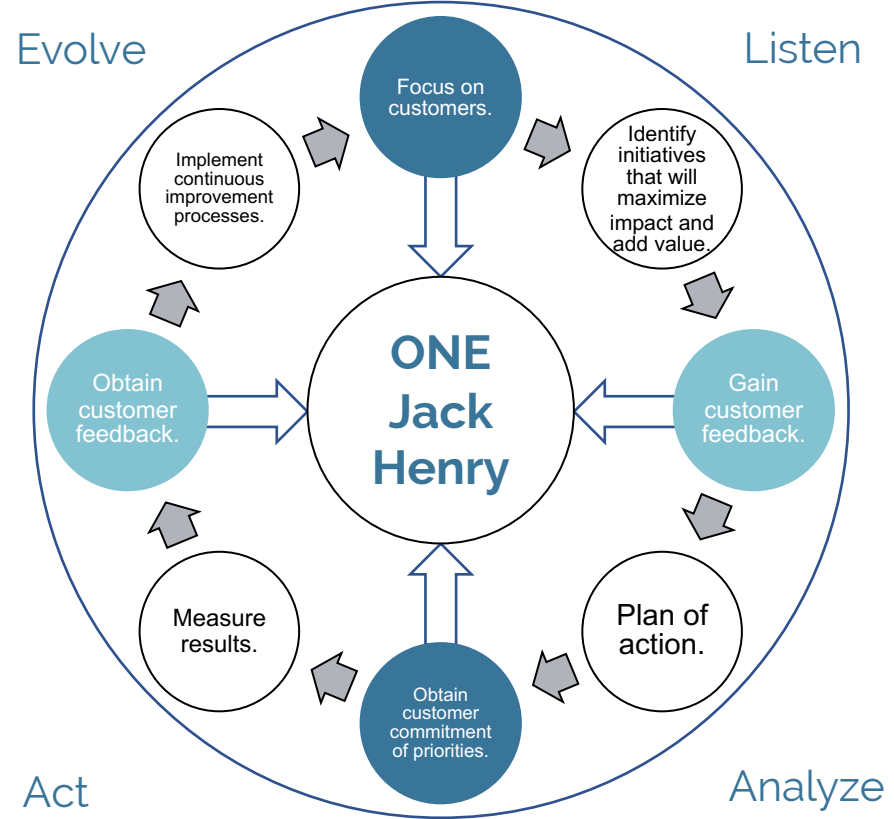
Exchanging ideas,
thoughts, knowledge,
and information.

CUSTOMER EXPERIENCE

Vision, strategy, and outside/in approach



Our vision over the next three years is for *everyone* at Jack Henry to have a clear understanding of **what** defines an exceptional customer experience, **how** to deliver it, and **why** customer service is so vital.



STEPS TAKEN TOWARD ONE JACK HENRY

- **Customer Focused Initiatives:**

- Consolidation of Continuous Improvement (CI) and Call Center teams.
- Corporate project and integration prioritization.
- Contract, pricing, and billing simplification.
- Customer experience initiative.
- Product and software development lifecycle.
- Roadmap transparency and consistency.
- User Interface (UI) Center of Excellence



JACK HENRY BANKING



1,000
BANKS

Primary technology partner for approximately 1,000 banks ranging from community banks to multi-billion-dollar banks and multi-bank holding companies.



23%
MULTI-BILLION

Supports approximately 23% of multi-billion-dollar banks with assets up to \$50 billion.



140
SOLUTIONS

Three functionally distinct core systems and more than 140 fully-integrated complementary solutions.



**DELIVERY
OPTIONS**

On-premise and private cloud.



**COMPETITIVE CORE
SYSTEMS**

We've replaced every major competitive alternative marketed today.

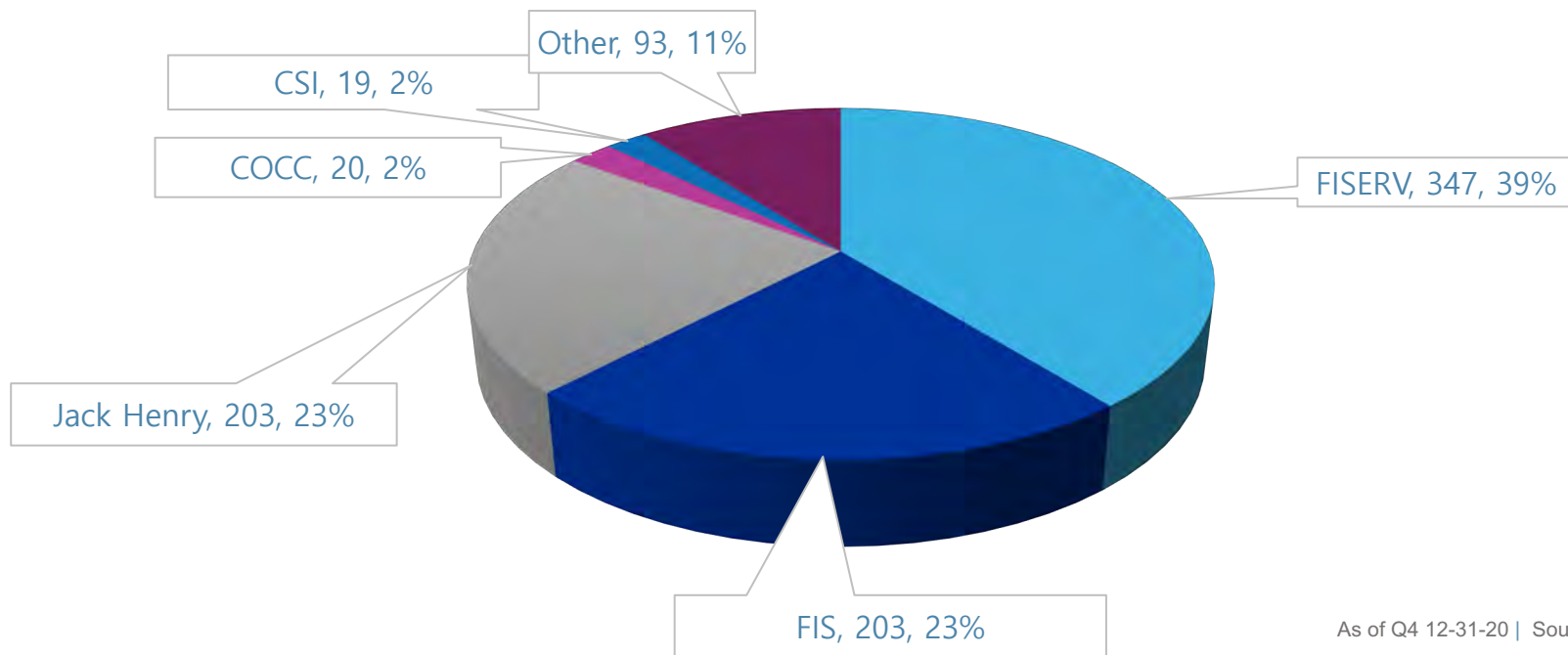
INDUSTRY CONSOLIDATION – BANKS

Assets	2020	2019	Change	%
\$0 – 250M	2,301	2,682	-381	-14%
\$250M – 1.0B	1,774	1,700	74	4%
\$1.0 – 5B	675	569	106	19%
\$5B – 10B	106	92	14	15%
\$10B plus	154	143	11	8%
Total	5,010	5,186	-176	-3%

Source: FDIC 12-31-20 Q4 and 12-31-19 Q4

THE BILLION-DOLLAR BANKING MARKET

(Multi-billion-dollar banks with assets up to \$50 billion)



As of Q4 12-31-20 | Source: FDIC

SYMITAR – EPISYS TODAY

700+
Employees

710+
Clients

100%
Organic client
relationship growth

38 of the
largest
100 CUs

180+
VIP
vendors

6+ Tools for
integration
enablement

Thousands
of connections to
third party solutions

**Leading
core
platform**

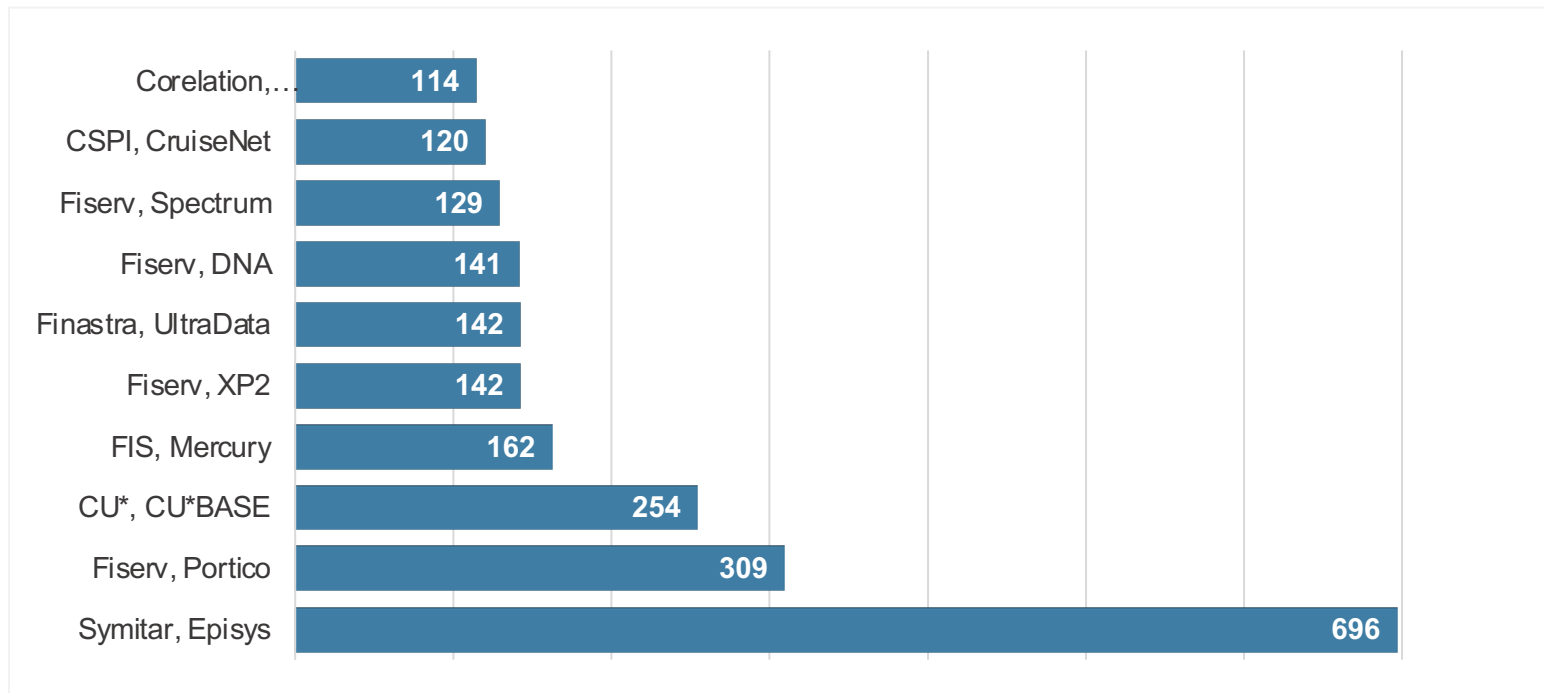
for U.S.
Credit
Unions with
assets > \$1B

60% of our core
clients use
the outsourced delivery model

44.4%
of U.S. credit unions with
\$5B – \$14B in assets

**\$3M to
\$23B**
Asset range of all
clients on a
single platform

TOP U.S. CORE PLATFORM CU LANDSCAPE



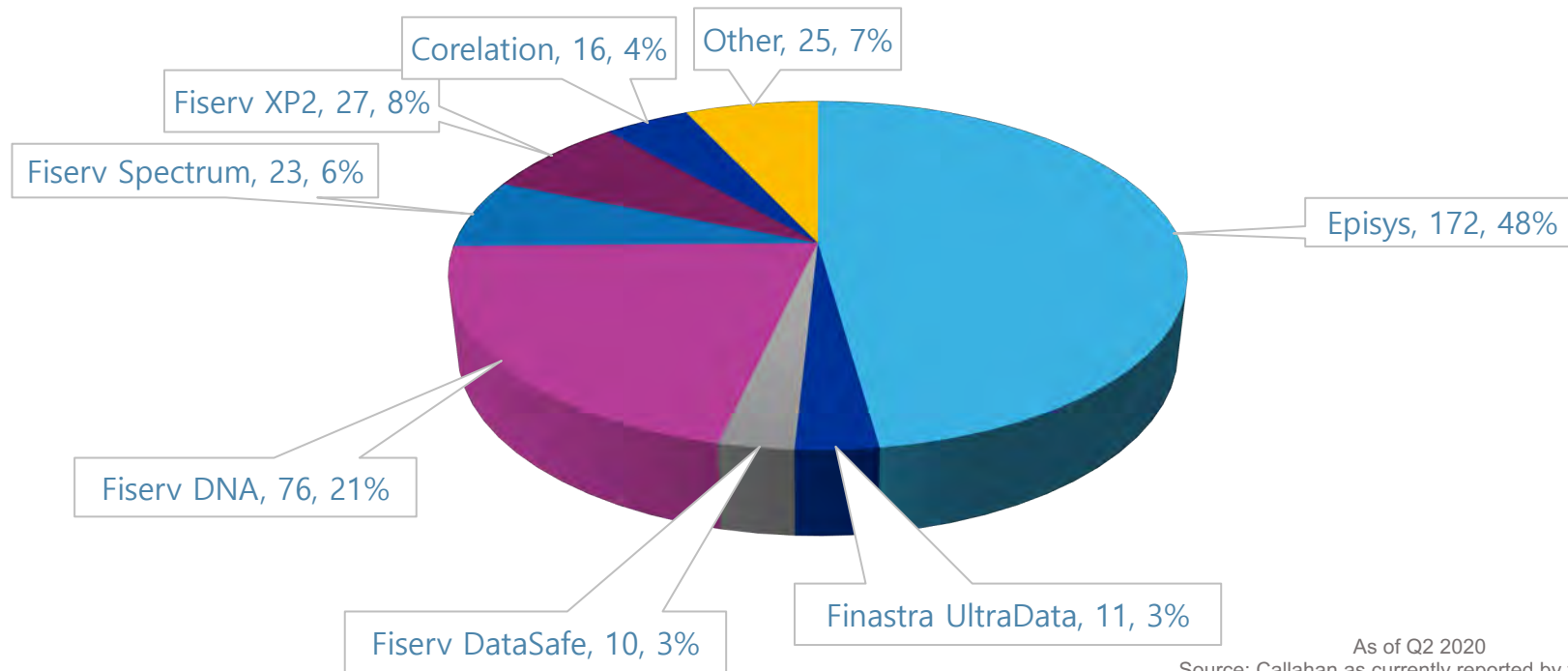
12/31/2020 | Source: NCUA and Salesforce

INDUSTRY CONSOLIDATION – CREDIT UNIONS

Assets	2020	2019	Change	%
\$0 – 50M	2,748	3,020	-272	-9%
\$50 – 100M	703	695	8	1%
\$100 – 500M	1,097	1,048	49	5%
\$500M – 1.0B	284	253	31	12%
\$1.0 – 10B	359	323	36	11%
\$10B +	16	10	6	60%
Total	5,207	5,349	-142	-3%

Source: NCUA, 12-31-20 Q3 and 12-31-19 Q3

THE BILLION-DOLLAR CREDIT UNION MARKET



As of Q2 2020

Source: Callahan as currently reported by the NCUA

BANNO 2018

60

Digital
employees

108

Live
customers

200k

Users in
implementation

425k+

Monthly
active users

475k+

Total
registered
users

BANNO TODAY

570+

Digital
employees

435

Live
Banno Mobile

1.8M

Users in
implementation

4.1M+

Monthly
active users

5M+

Total
registered
users

As of 3/31/2021

CPS PLATFORM MIGRATION RESULTS

879 Debit
migrations

1,243 Days
start to finish

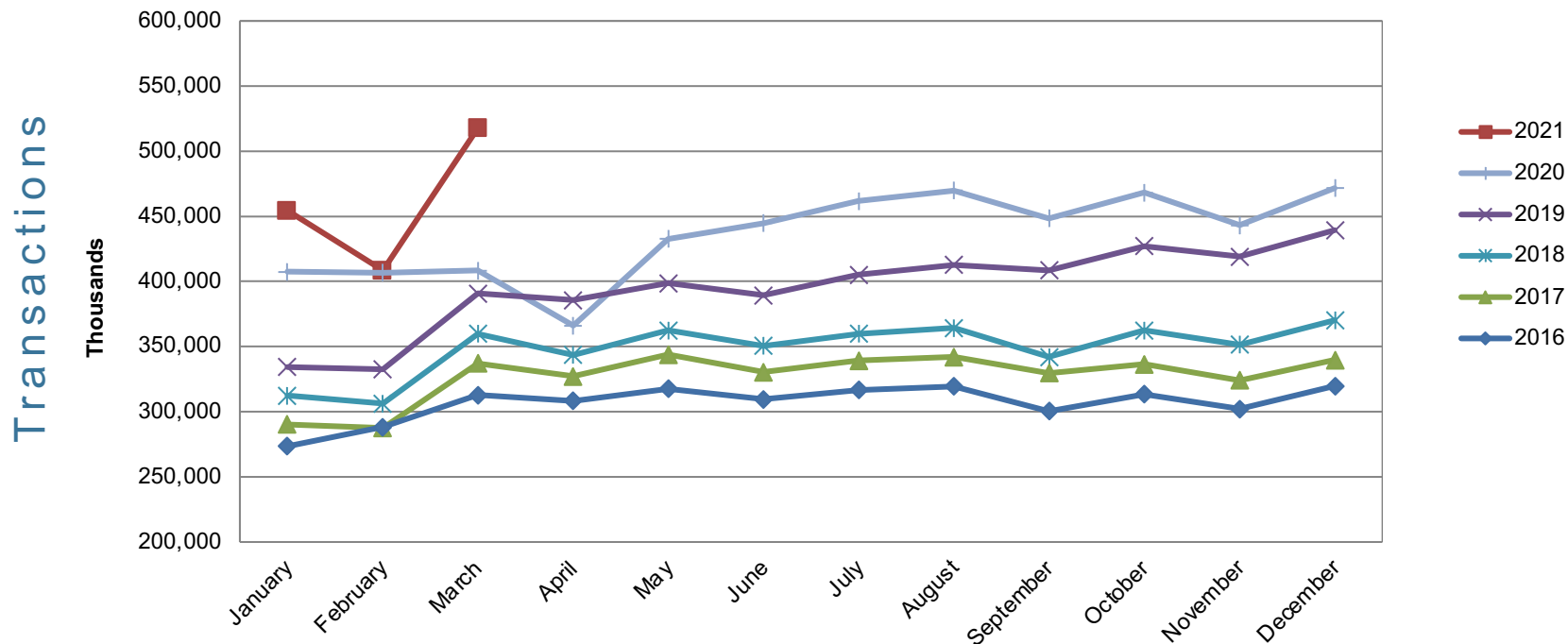
CPS TODAY

151 Debit/credit
new clients

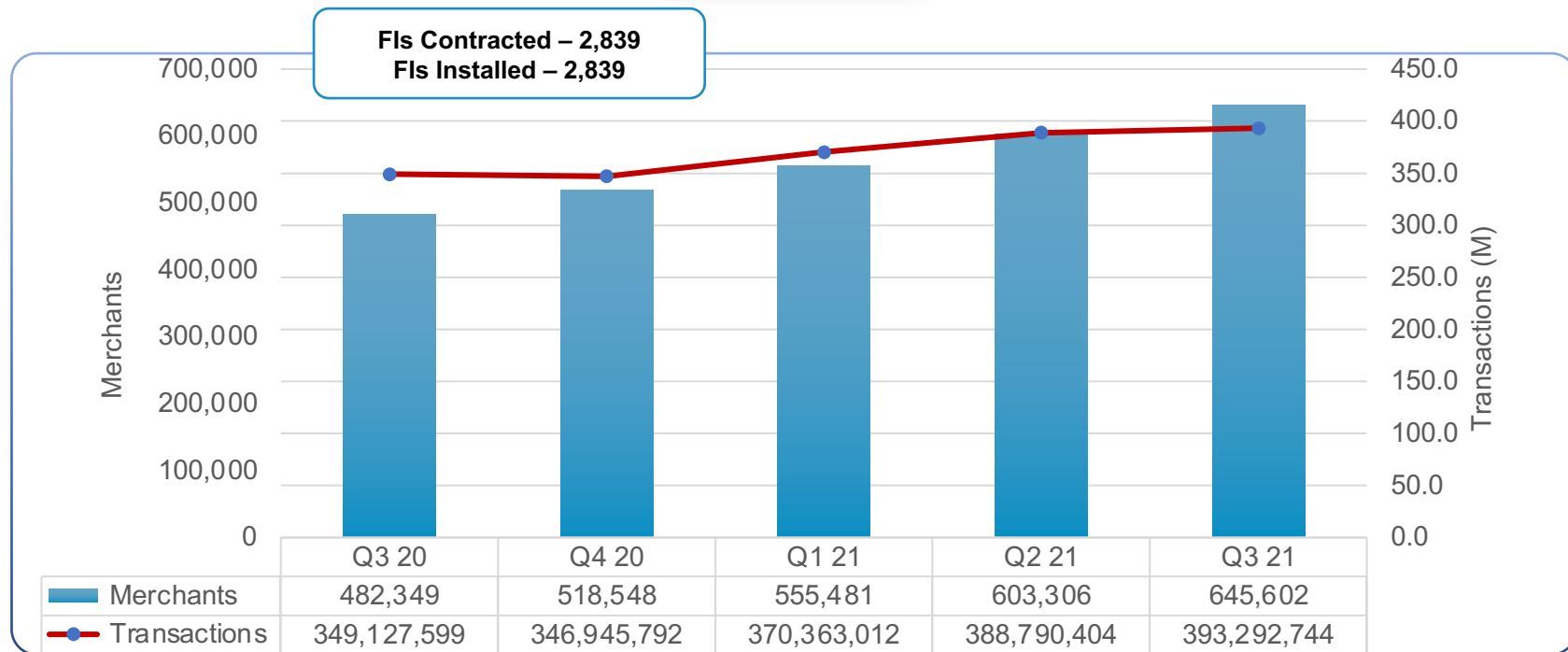
47 clients
currently in queue

1,030
Total clients

CARD PROCESSING SOLUTIONS



ENTERPRISE PAYMENT SOLUTIONS



Numbers include Ensenta

JACK HENRY PAYCENTER

181

Zelle
contracts

73 Live RTP
institutions

Live Zelle
institutions

53

RTP receive
contracts 147

\$71M

Zelle
Trans

As of
April 15, 2021

\$52M RTP
Trans

JACK HENRY LENDING

626

Unique
Lending clients

As of
March 31, 2021

22

Enterprise
single platform
new contracts
in FY21

Three-year average
growth rate
for enterprise
single platform

34%

\$150M

Jack Henry
Loan
Marketplace
assets

PPP
clients

147

\$1.2B

PPP trans
institutions

QUESTIONS



FORWARD

Jack Henry Payments

Tede Forman

Head of Consumer and Commercial Payments

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AGENDA



JHA Card
Processing
Solutions™



Enterprise
Payment
Solutions



iPay
Solutions™



JHA
PayCenter™

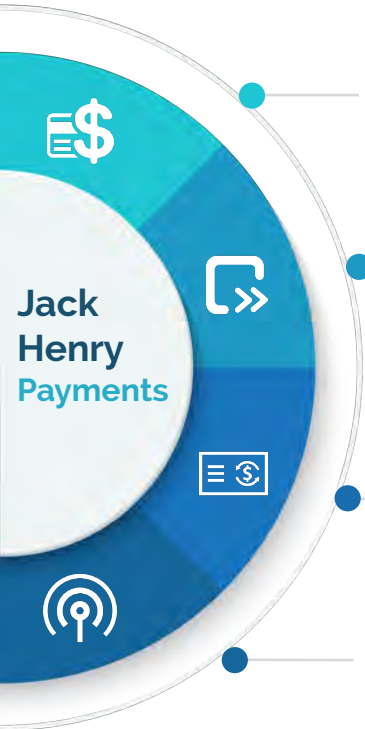
VISION STATEMENT

Delivering
**superior customer
experiences** and **simplifying**
the complexity of payments.

jack henry payments



JACK HENRY PAYMETNS



JHA Card Processing Solutions (CPS)

ATM, debit, and credit card transaction processing solutions. Fraud mitigation, cardholder awards, card optimization programs.

1,030+

Enterprise Payment Solutions (EPS)

Complete payments platform: remote deposit capture, ACH, card, alternative payments, risk management tools, and sophisticated reporting capabilities. Sold through channel sales teams and through VARs.

3,300+

iPay Solutions

Consumer and small business bill payment solutions inclusive of P2P, A2A, Tier 1 call center support, and iPay CardPaySM. Offers a check printing service. Available in fully hosted or API/back-end operational support.

3,300+

JHA PayCenter

PayCenter provides seamless integration to multiple payment networks including Zelle and RTP across digital payment channels supporting Banno digital and partner platforms.

118+

JACK HENRY PAYMENTS

11%

annual same-FI
transaction growth

~6,400
FI clients

\$169B+

monthly processed volume

18%

of Jack Henry
employee base

jack henry

924M+
monthly
transactions

37% of Q2
FY21

Jack Henry revenue

Card Processing Solutions (CPS)

CPS 2021 FOCUS

- Launched contactless cards.
- Issuance and provisioning of digital cards to mobile wallets.
- Expanded cardholder alerts and controls capabilities.
- Several enhancements to fraud security to support cardholder shopping trends; increased ecommerce, curbside pickup, buy now pay later (BNPL).
- Expanding sales opportunities for both debit and credit to specific non-Jack Henry cores.



iPay & Enterprise Payment Solutions (EPS)

iPay & EPS 2021 FOCUS

- Bill Pay Modernization.
 - Browser independent with flexible integration.
- Bill Pay eBill Enhancements.
 - Mastercard BPX partnership.
- Expand Business Mobile Capabilities.
 - Include card and other payment options

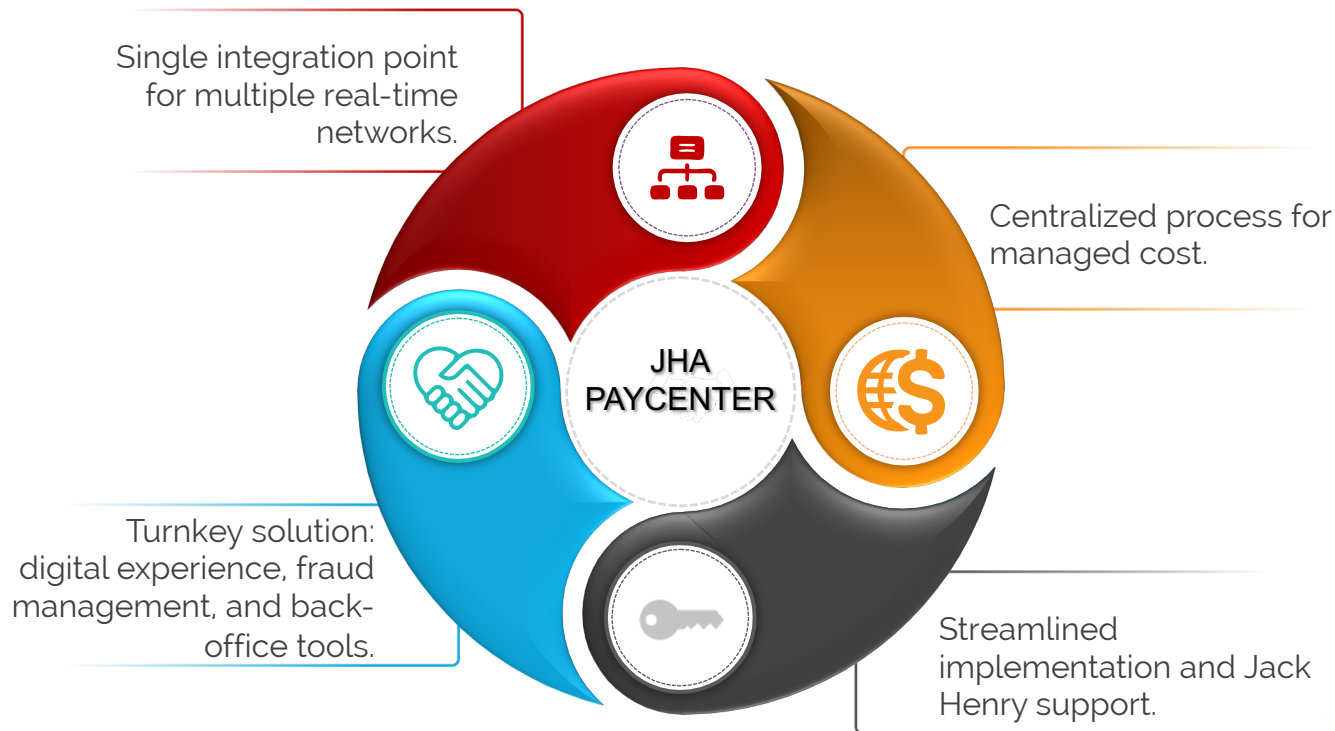


iPay & EPS 2021 FOCUS cont.

- Fraud mitigation enhancement.
 - Includes both internal and external data sources.
- Integration options improvement.
 - Developer experience for customers and partners.
 - Flexible integration with REST APIs and feature modals.
- Multiple options for bill payment funding models.
 - Good funds, managed risk, and funds verification.

JHA PayCenter

JACK HENRY'S PAYMENTS HUB



PAYCENTER 2021 FOCUS

- Roadmap highlights.
 - Streamline onboarding.
 - Self-service functionality through admin portal.
- Partner integration focus.
 - Digital toolkit available for institution and partner-owned digital platforms.
- Instant payment send and request for payment.
 - Use case opportunities with Jack Henry complementary solutions.
- FedNow pilot participation.



QUESTIONS



10 Minute Break

FORWARD

Everything Core & Open

Stacey Zengel

Senior Vice President and President of Jack Henry Banking®

jack henry
& ASSOCIATES INC.®

AGENDA



JHA BankAnywhereSM

Enabling digital banking
– anywhere



Regional Banking

Addressing a new
asset tier



What Open Means

To our company
and our customers

JHA BANKANYWHERE

- A solution set that allowed our banks to function effectively and grow during the pandemic.
- Includes:
 - Banno (Digital)
 - Branch Anywhere™ (back-office mobile)
 - JHA OpenAnywhere™ (account opening)
 - Electronic Statements
 - Core
 - + Our consulting services

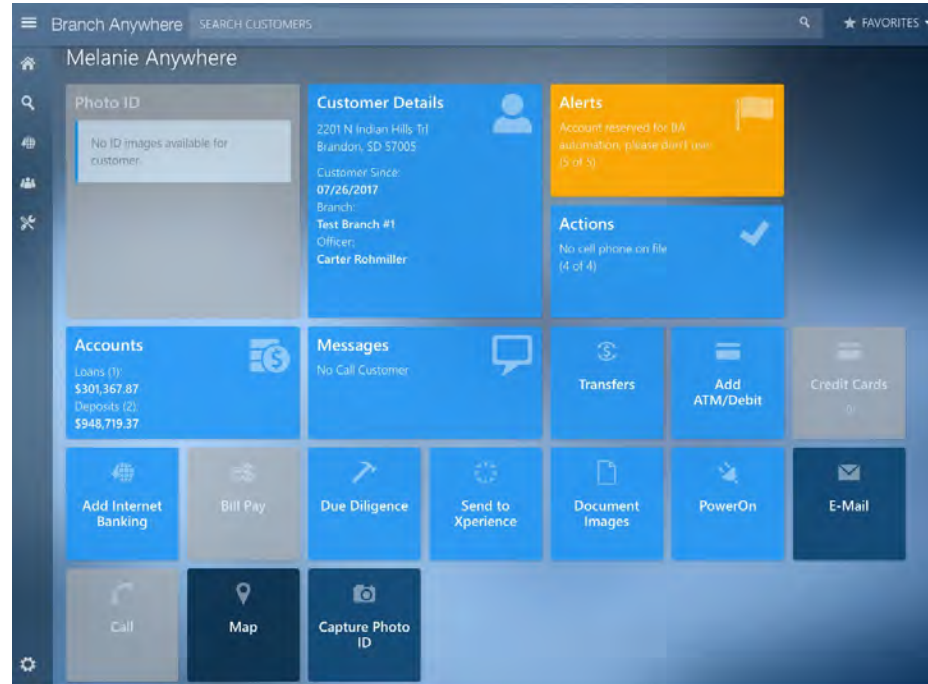


JHA BANKANYWHERE

Why is it important to our customers and our company?

- Provides a dedicated channel exclusively for digital-first/digital-only customers.
- Enables a dedicated strategy for different/new customer segments.
- Significantly reduces infrastructure investments and operating overhead.
- Enables quick, constant innovation without dependency on legacy technology and processes.
- Gains invaluable opportunities to experiment with the innovation that supports the digital transformation of legacy banks.

BRANCH ANYWHERE



BRANDING



BANKING MULTI-BILLION MARKET SEGMENT

Asset Range	U.S. Banks
\$1 – \$50 Billion	885
Year	JHA Customers
2001	26
2020	203

23% of Multi-Billion Dollar Banks

Source: FDIC 12-31-20

OUR LARGE INSTITUTION GROWTH

What Happened in 2001?

- **Commitment.**
- **Focus.**
- Additional **features** and **functionality.**
- Operational enhancements.
- All focused on the multi-billion-dollar segment.

And since 2001?

- Our customers have **grown** organically and through acquisition.
- We have **won** many multi-billion bank deals.
- We have continued to **enhance our products and grow our product portfolio.**
- We have continued to enhance our operational capabilities.
- And now, it's time to look at our next growth segment in banking.

REGIONAL BANKING – THE HOMEWORK

- A Regional Bank – \$30B and larger in asset size.
- We conducted our research with many direct discussions with our largest customers as well as our competitors' large customers.
- We received **a lot** of wonderful feedback about what they would like from a business partner as they become larger and increasingly complex.
- We identified a next step in our growth is to support regional banks; initially helping our customers grow, but eventually, competing for new business in this space.

REGIONAL BANKING – OUR APPROACH

- Our plan is to once again invest and focus on the tailoring of our services and products to ensure the optimal value is achieved from the bank's technology investments.
- This is achieved through an outcome-driven approach that is focused on the right priorities and not just a series of individual, tactical projects.
- The objective is to become a *trusted partner* to the bank. This is not a transactional arrangement, but a longer-term relationship which also includes the opportunity to maximize the use of existing platforms used by the bank as well as offering additional products and services.

REGIONAL BANKING – OUR APPROACH

What will this program mean to our customers and our company?

- Enhanced customer retention as our largest customers grow.
- In general, the larger the customer and more success they have, the greater the revenue for Jack Henry.
- Set up for future growth and positioning in the regional banking space by winning new business.

WHAT IS OPEN BANKING?

- It is the flexibility for our customers to **freely select** the solutions that they utilize to deliver their unique customer experience to their customers.
- And, while we love our customers to use our solutions, being open has **always** been a paramount tenet in Jack Henry, and we feel has driven much of our success.
- Our simple philosophy is that if our customers are successful, we will be successful.



OUR APPROACH TO OPEN BANKING

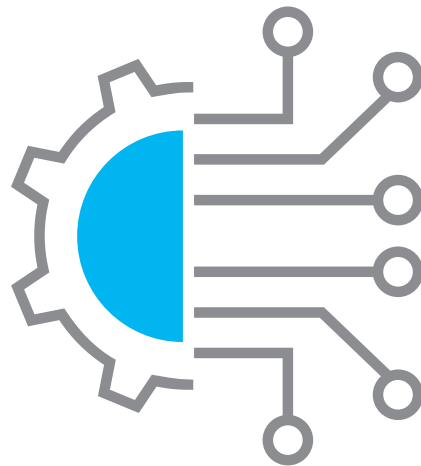


We feel that technology providers should offer freedom, flexibility, and choice.

- Open APIs create and enhance partnership opportunities to quickly bring integrated solutions to market.
- Open APIs make meeting and managing demands for services quicker and better.

OUR APPROACH TO OPEN BANKING

- At Jack Henry, open has been a **philosophy** since our founding in 1976.
- It began many years ago with **simple interfaces** to third party solutions to aide our customers.
- Then, almost 15 years ago, we brought our **middleware technology**, jXchange™, to the market that allowed near-real-time integration that we not only make available to third parties, but that we utilize.
- And, we have continued to evolve our open integration capabilities over the years.



OUR APPROACH TO OPEN BANKING

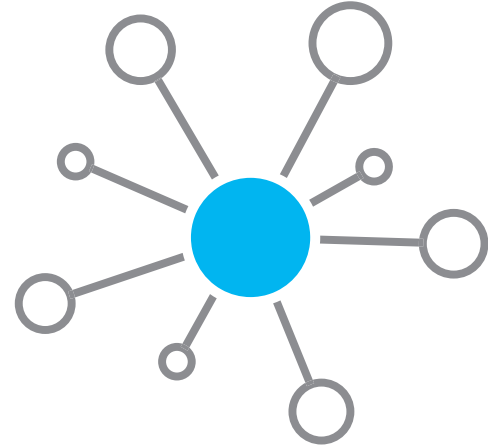
- **PowerOn®** allows our customers to ingest data from third party fintechs into our Xperience™ user framework.
- **jhaEnterprise Workflow™** allows our customers to automate manual processes with software. This includes processes that do not apply to our software (e.g. Human Resources).
- Our **Enterprise Event System** (EES) allows the “listening” of events from our software (e.g. low balances).
- **JHA PayCenter™** consolidates real-time payment networks into a central hub for our customers.
- The **Banno Digital API** allows the integration into our digital suite like no other solution on the market.



OUR APPROACH TO OPEN BANKING

We are *proponents* of **coopetition**.

- We routinely invite **direct competitors** to take part in our vendor showcases every year at our National Users Conference.
- In fact, we have **almost 250 third party fintechs** integrated formally into the Jack Henry solution set.
- These integrated vendors range from account opening, card, digital, document imaging, fraud, voice, call center, and customer relationship manager solutions.



QUESTIONS



FORWARD

Jack Henry Digital

Benjamin Metz
Head of Digital

jack henry
& ASSOCIATES INC.®

AGENDA

- Background and introduction
- Jack Henry Digital
- Banking as a Service (BAAS) and what that means in a Jack Henry context
- Compounding innovation with easy fintech integration
- Open banking partnerships and wallet strategy
- Banno Business and Commercial platform
- Financial institutions: compete on relationships with technology

BACKGROUND

- Founding Engineer for Banno in 2010.
- Built out the Banno Platform and helped form partnership with iPay Solutions™ in 2012 that led to acquisition in 2014.
- CTO of Banno when acquired.
- Currently: Head of Digital at Jack Henry



jack henry digital

Banno
including
WebSolutions

Geezeo®

JHA
OpenAnywhere™
(fka Bolts)

JHA Treasury
Management™

NetTeller®/
GoDough®

We are building BAAS for community financial institutions



Consumer and BackOffice API

What's ours is yours –
keys to the Banno API.



Plugin Framework

Fintech services.
Now plug and play into
Banno.



Authentication Framework

Oauth 2
OpenID Connect.



Design Guidelines

Material design language
with ready to use
components.



PLAID

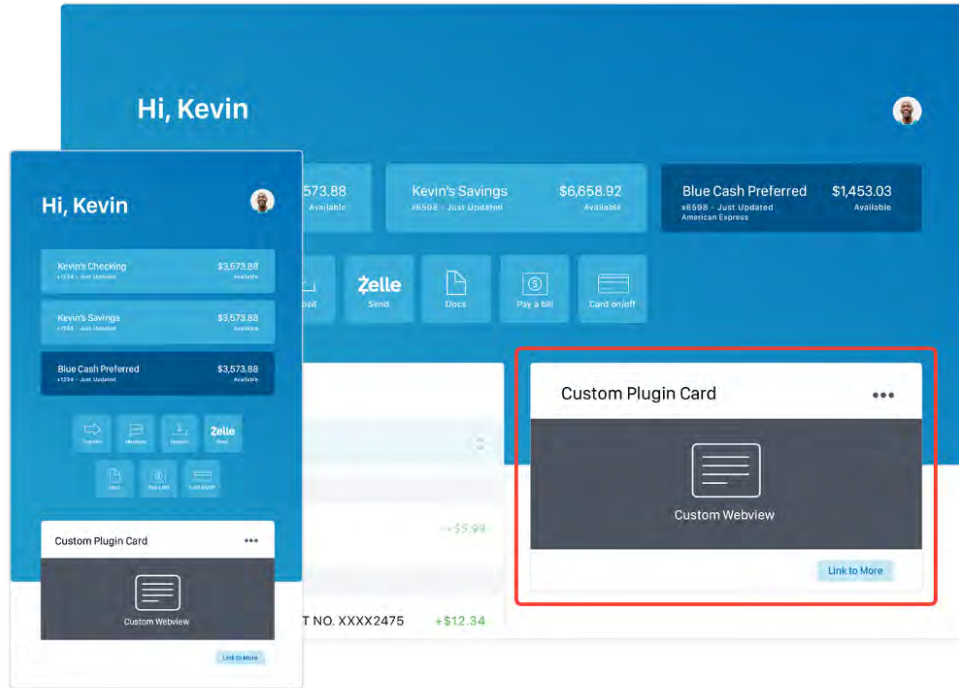


intuit®





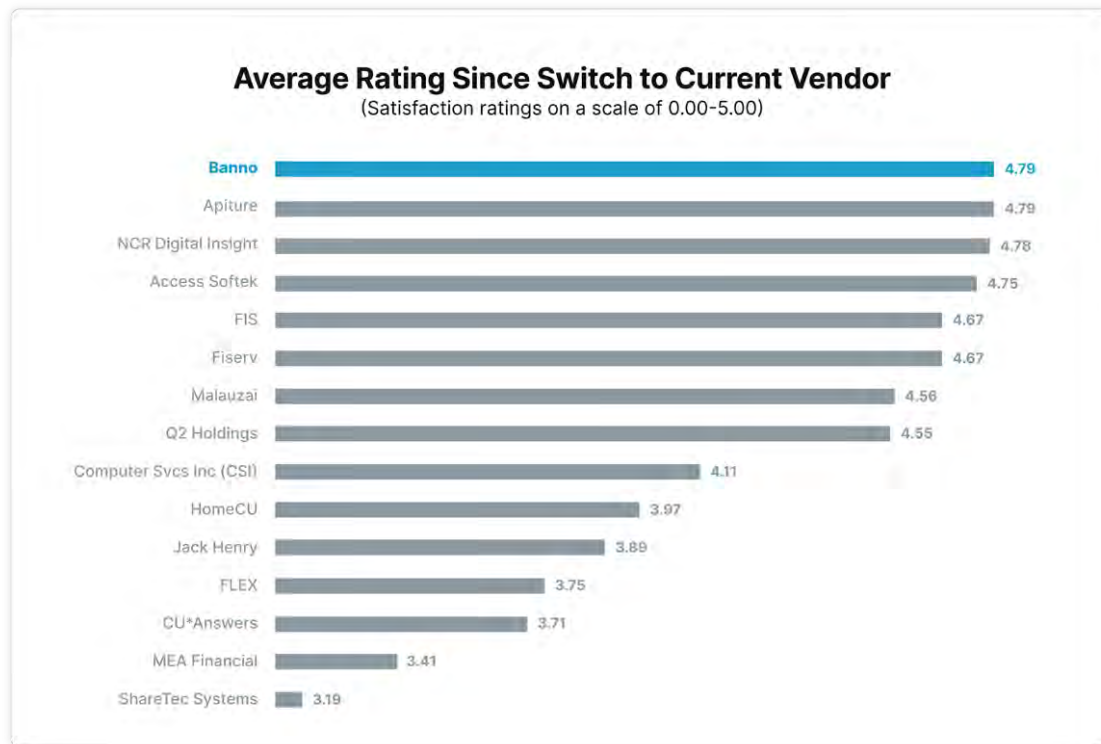
We make
fintech
integrations
extremely easy.



Our users have spoken.

The highest-rated platform.

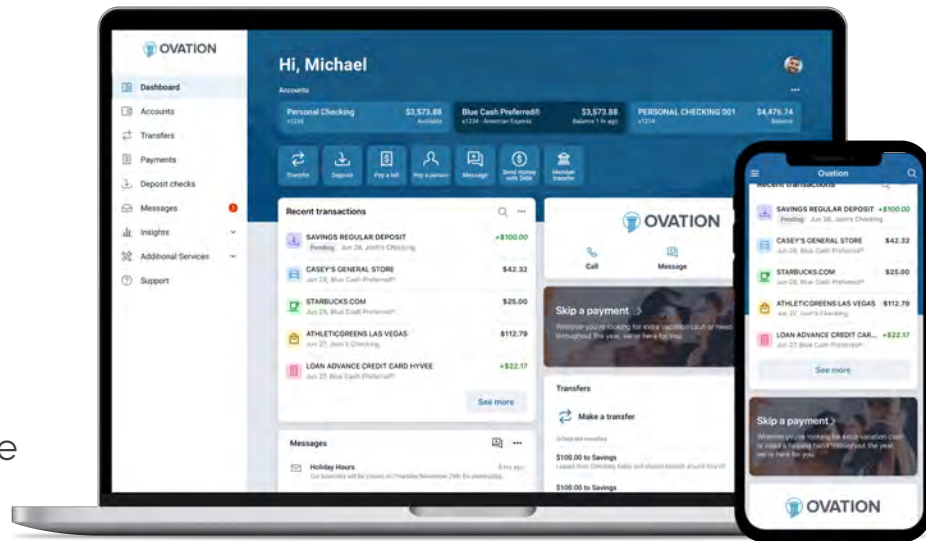
Out of the top 15 digital banking solutions, Banno has received the highest satisfaction from its users.



Source: FI Navigator

Open BAAS Platform + First Wallet:

We see ourselves as the best available wallet experience allowing our customers to compete other prime wallet experiences.



Serving the entire spectrum business customers

From main street to large commercial enterprises



BANNO BUSINESS

JHA TREASURY MANAGEMENT

ACH transfers, Conversations for Business, entitlements, positive pay, sweep accounts, reporting, Treasury-exclusive features.



Individual

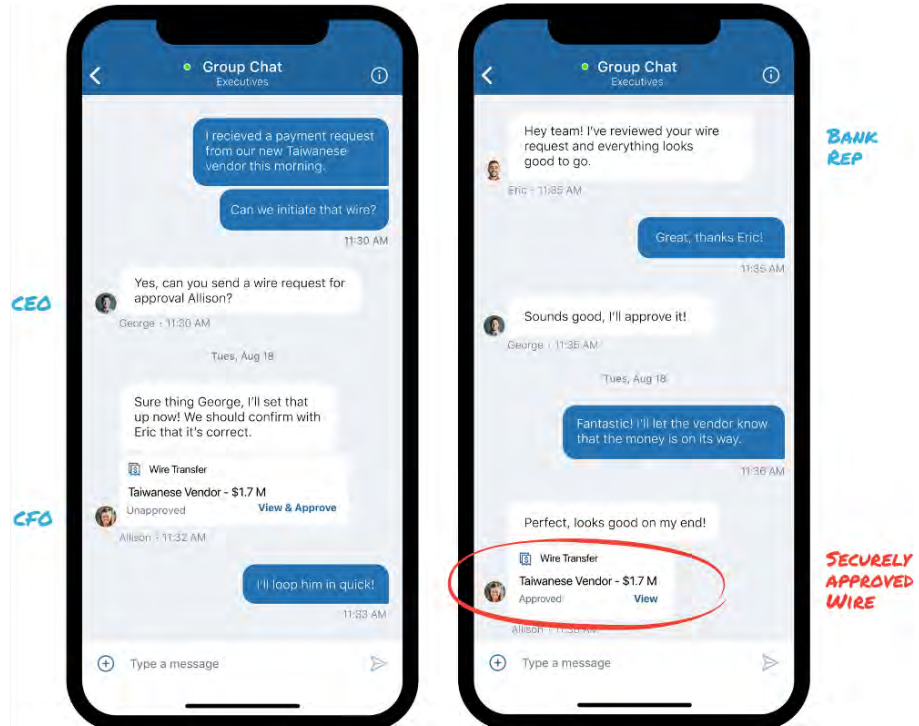
Large Business

Business banking needs

Banno Conversations for Business


Send big wires with confidence.

Get all necessary parties in on the conversation – fully authenticated – and get the job done then and there.





Hey Jamal! I'm working on initiating payment for the order of manufacturing parts we placed last week. Can you review and approve this wire transfer?

 Wire Transfer

E&B Automotive Systems - \$150,000

Unapproved

[Review & Approve](#)

Thanks Casey. I'm going to include our bank rep so he can also review before I give approval.



Hi Jamal and Casey! Everything looks in line with your wire transfer. If you have any other questions, let me know.

QUESTIONS



FORWARD

Everything Private Cloud

Scott Spain

Vice President, OutLink Processing Services

jack henry
& ASSOCIATES INC.®

AGENDA



Private Cloud
overview



Banking and
credit union
summary



Data center
review

Our MISSION

To **deliver industry-leading outsourced financial services** to our clients by empowering our associates to provide **exceptional customer service, reliability, security, and efficiency.**

Our VISION

To be recognized by the financial industry as the foremost service provider and trusted partner **enabling our clients to achieve their goals.**

Why do financial institutions move to the Jack Henry Private Cloud?

"Helps us do a better job of **managing compliance**."
"Helps us **manage costs** and **avoid surprises**."

"We no longer worry about providing our own **core disaster recovery**."

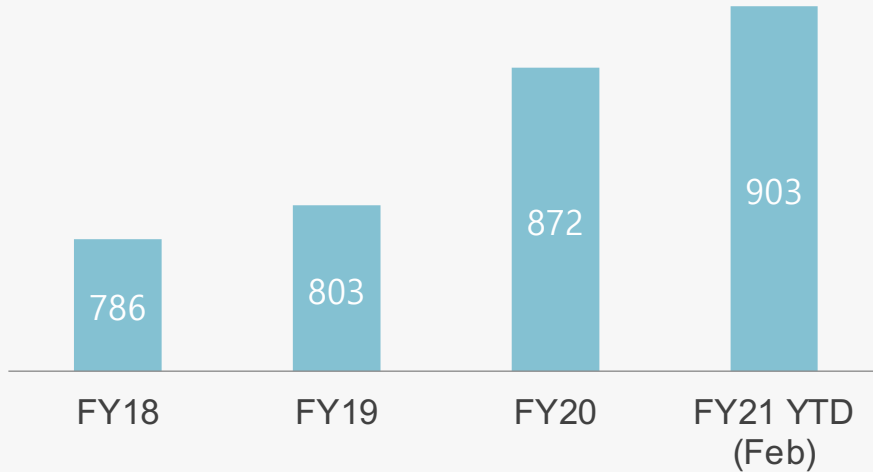
"We now have much more time to focus on **building our business**."

"**Replacing staff** has become a **non-event** for our institution."

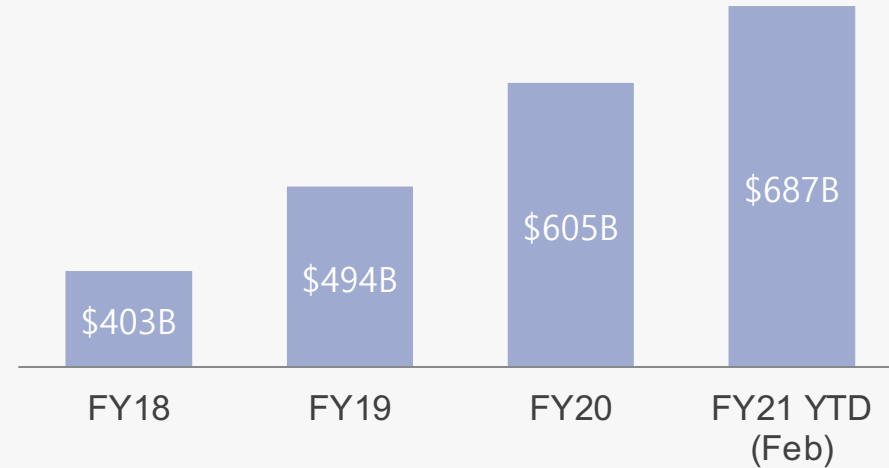
"**Enhances** our **cybersecurity** posture."

WE PROCESS FOR:

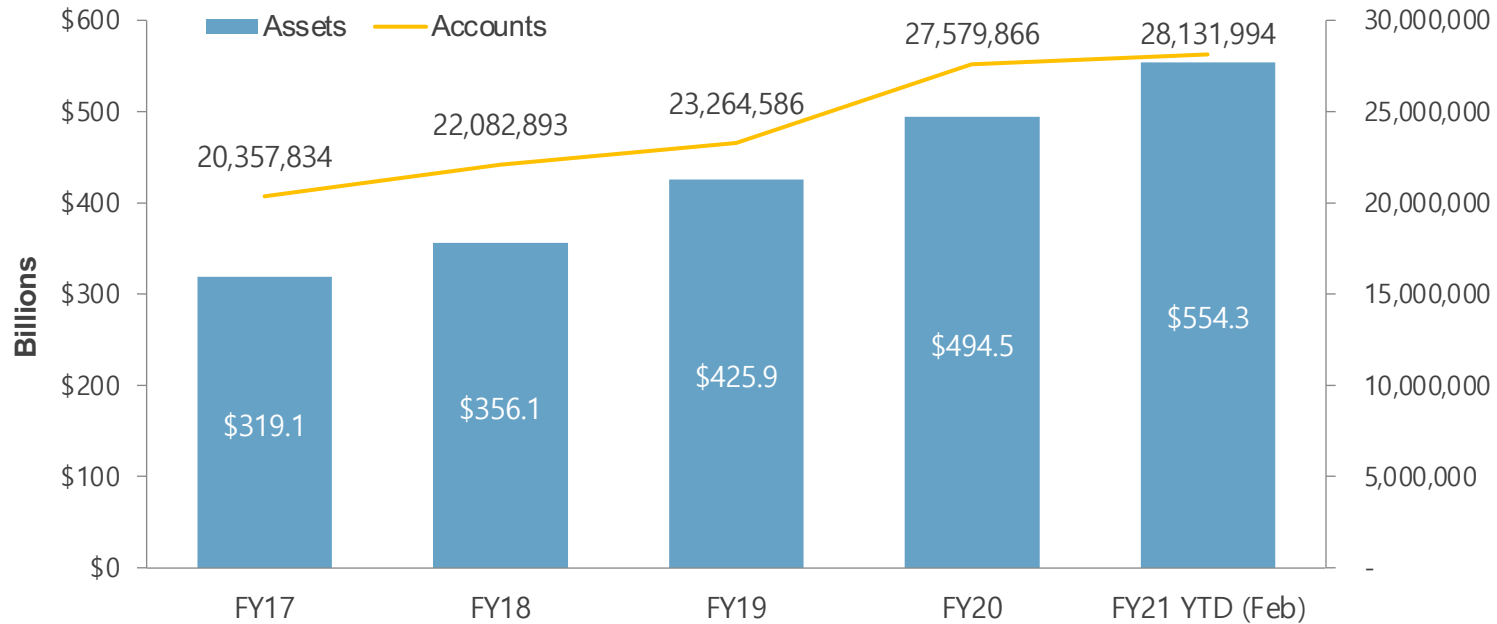
Financial Institutions



Assets



BANKING ASSET GROWTH

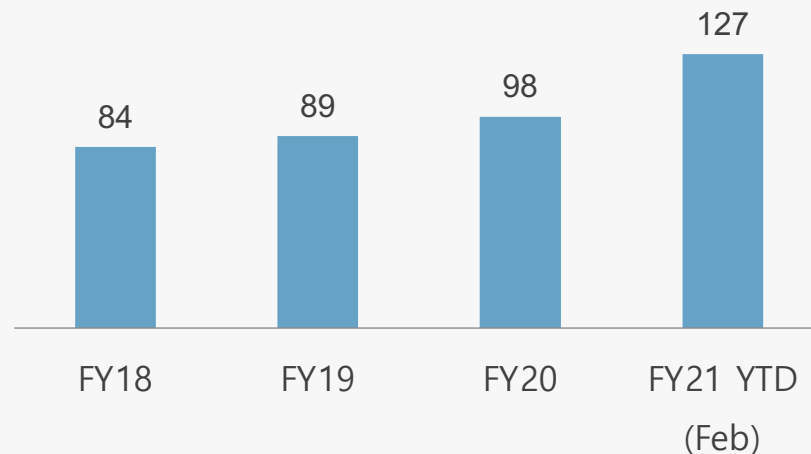


BANKING DATA CENTER

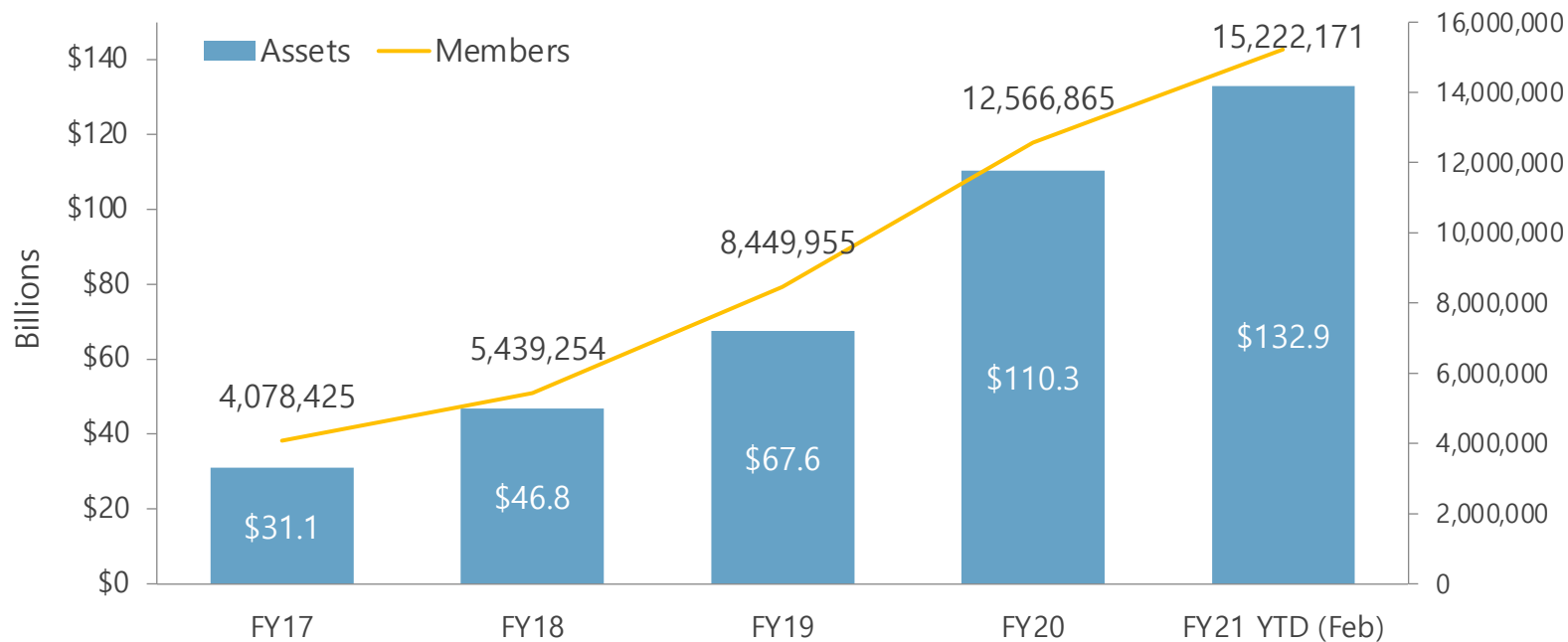
Largest Client
\$22.3B Assets

	Current	Contracted
Clients >\$1B	127	3
Total Assets (Clients >\$1B)	\$384 billion	\$22.5 billion

Growth in Banks >\$1B Assets



CREDIT UNION GROWTH



CREDIT UNION DATA CENTER

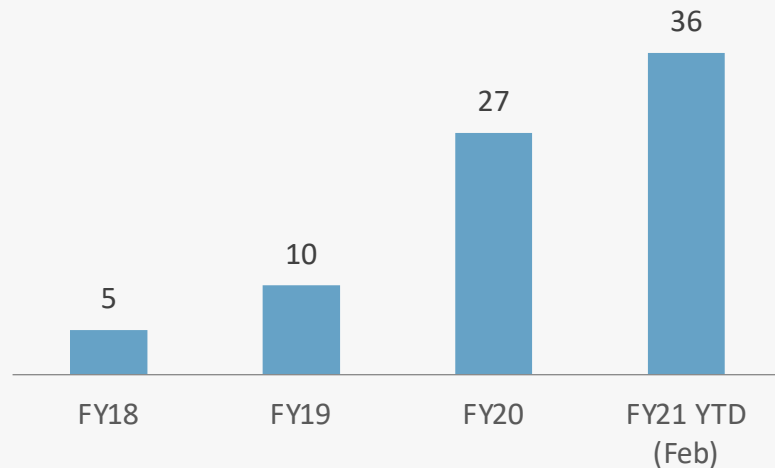
Process for two corporate credit unions

Largest Client

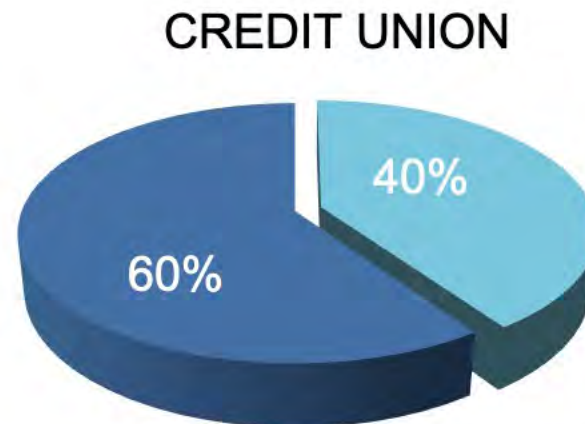
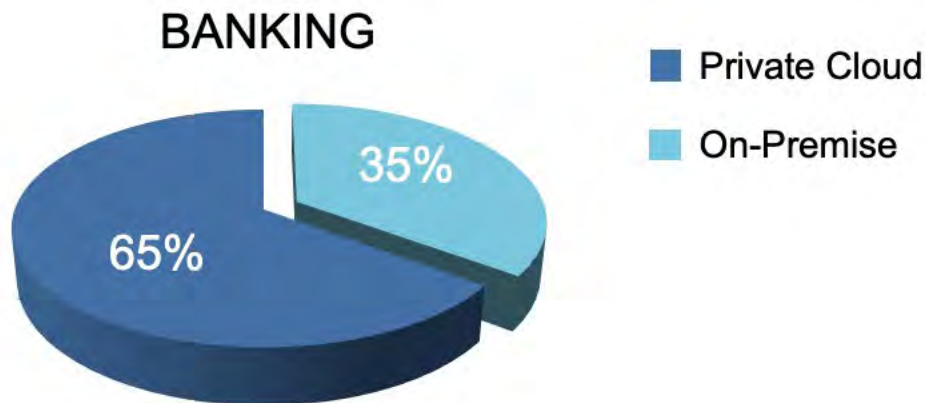
\$4.4B Assets | 292K members

	Current	Contracted
Clients >\$1B	36	15
Total Assets (Clients >\$1B)	\$65.1 billion	\$30 billion

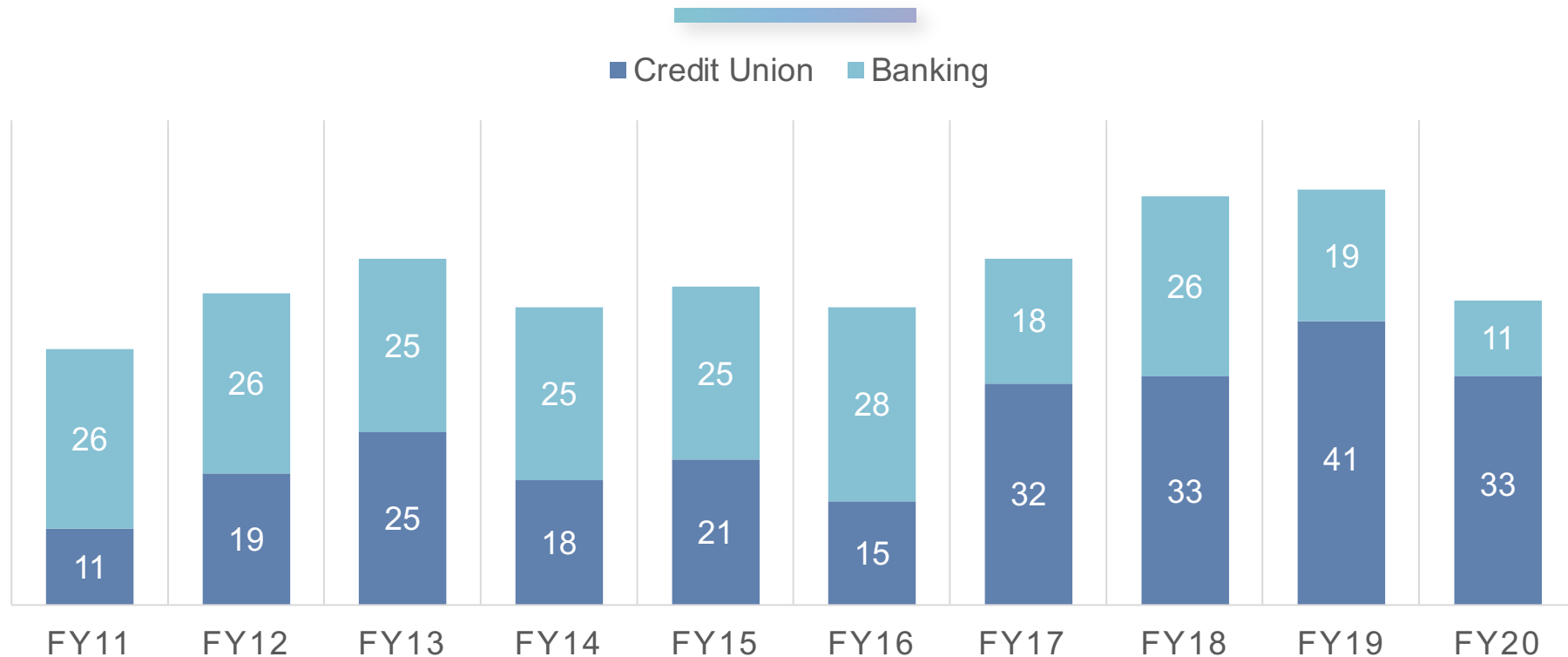
Growth in CUs >\$1B Assets



ON-PREMISE TO PRIVATE CLOUD OPPORTUNITY



ON-PREMISE TO PRIVATE CLOUD SALES



TWO CORE DATA CENTERS



TIER III PURPOSE-BUILT DATA CENTER (ALLEN, TX)



- ✓ 99.982% uptime.
- ✓ Built to withstand 150 mph winds.
- ✓ 12" steel precast concrete walls.
- ✓ Facility is staffed 24/7, 365 days per year.
- ✓ Physical security system including electronic access control, surveillance, and intrusion detection features.
- ✓ Perimeter fence and security gate.
- ✓ 16,000 square feet of data center floor.

THE MOUNTAIN (BRANSON, MO)

- ✓ Secure facility with physical security system including electronic access control, surveillance, and intrusion detection features.
- ✓ 170 feet below ground.
- ✓ Hardware and communications.
- ✓ Data replication.
- ✓ Back-up and live/active for many Jack Henry products.



DISASTER AVOIDANCE



High disaster-tolerant technology and processes.



Primary/alternate production replication model.



Routine disaster avoidance exercises.

QUESTIONS



FORWARD

Markets and the Marketing

Jeff VanDeVelde
Senior Director of Marketing

jack henry
& ASSOCIATES INC.®

AGENDA

- Corporate Marketing Overview
- Markets: Who Are They?
- Markets: Where Do We Find Them?
- Marketing: How Do We Reach Them?
- Marketing: How Do We Go to Market?
- Marketing: How We Position Ourselves?
- Points of Difference



MARKETING OBJECTIVES



**Build brands that people
want to connect with.**



**Nurture demand for solutions
that people truly need.**

MARKETS: WHERE DO WE FIND THEM?



Buyers



Users

MARKETS

- Credit Unions
- Banks
- Non-chartered financial services providers

SEGMENTS

- Multi-Billion-dollar FIs
- Community FIs
- De Novos
- Core client versus non-core
- Industry Verticals

MARKETS: HOW DO WE REACH THEM?



Buyers



Users

Digital Marketing

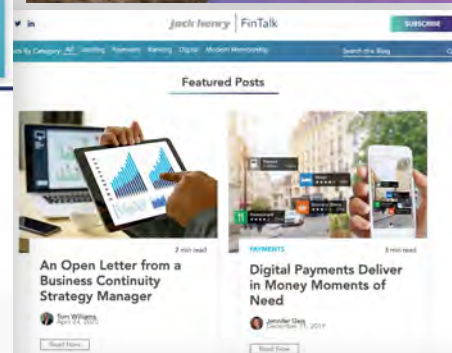
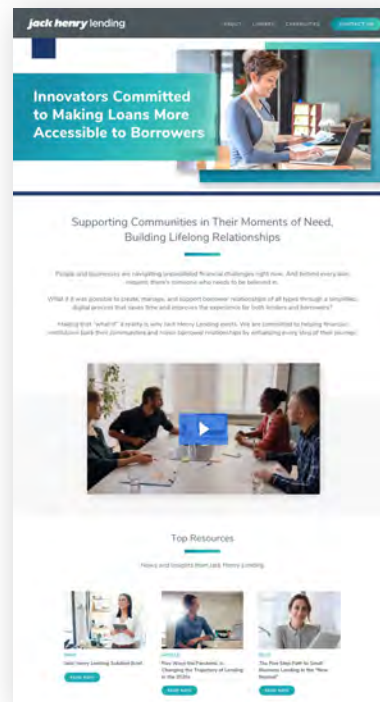
- Email Marketing
- Website/ Micro site
- Social Media
- Content Marketing/SEO
- Podcasts
- YouTube Channel
- Paid Media
- Client Portal

Off-Line Marketing

- Conferences/ events
- Webinars
- Direct Mail
- Partnerships

Private Label Resource Center

Private Label Marketing Promotions



MARKETING: HOW WE GO TO MARKET

CORPORATE BRAND



BRANDS



Core solutions and technology solutions for banks



Core solutions and technology solutions for credit unions



Complementary technology solutions for large and community financial institutions

CATEGORIES



CAPABILITIES



Commercial Finance



Commercial Lending



Consumer Lending



Digital Banking



Open Banking



Digital Account Opening



Real-Time Payments



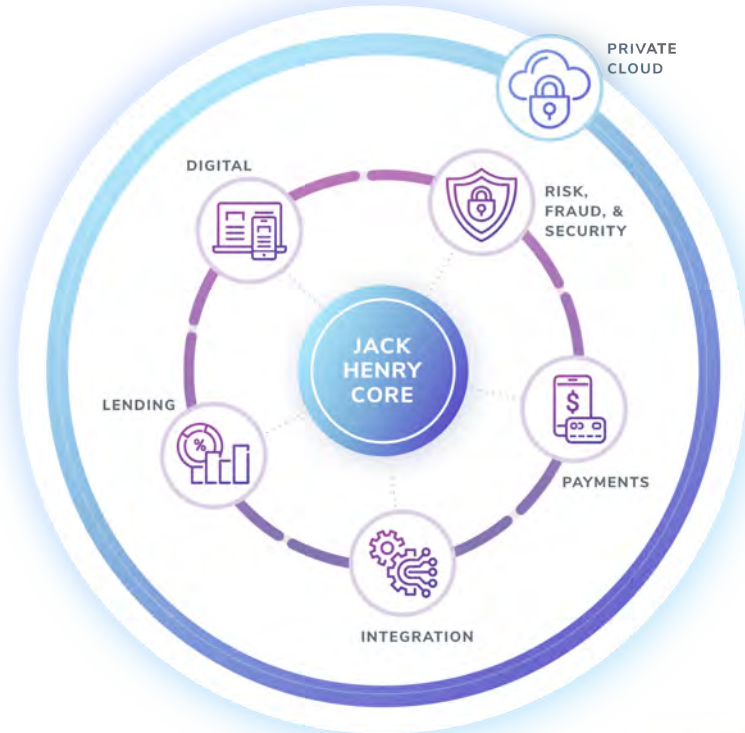
Debit, Credit, & ATM Driving



ACH Origination & Processing

MARKETING: HOW WE POSITION OURSELVES

A well-rounded financial
technology company



QUESTIONS



Q&A Session



**Thank you for attending
Jack Henry's 2021
Analyst Conference!**