Jack Henry & Associates, Inc.
2014 ANALYST DAY

Welcome and Introductions
Kevin Williams
Chief Financial Officer

Forward-Looking Statement

Statements, remarks or responses to questions concerning future expectations, events, objectives, strategies, trends or results constitute forward-looking statements or deal with expectations about the future. Like any statement about the future, these are subject to a number of factors which could cause actual results to differ materially from those which we anticipate, due to a number of risks and uncertainties; and 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 sections in our 10-K entitled Risk Factors and Forward-Looking Statements.

Agenda

1:00 – 1:05	**Opening Remarks**	Kevin Williams, CFO
1:05 – 1:35	**State of the Union**	Jack Prim, Chairman & CEO
1:35 – 2:00	**Financial Review**	Kevin Williams, CFO
2:00 – 2:20	**Technology Review**	Mark Forbis, CTO
2:20 – 2:30	**Break**	
2:30 – 3:10	**ProfitStars**	David Foss, President, ProfitStars
3:10 – 3:35	**Credit Union Update**	Ted Bilke, President, Symitar
3:35 – 4:00	**OutLink Update**	Stacey Zengel, GM
4:00 – 4:40	**Sales Update by Brand**	
	Jack Henry Banking	Stan Viner, GM Sales
	Symitar	Fran Kester, National Sales Manager
	ProfitStars	Steve Tomson, National Sales Manager
4:40 – 5:00	**Final Q&A**	
5:30 – 8:00	**Reception and Mini Tech Fair**	

Detailed Product Information

www.jackhenrybanking.com

www.profitstars.com

www.symitar.com

jack henry
& ASSOCIATES INC.®

Introduction of Associates
Representing
Jack Henry & Associates, Inc.

State of the Union
Jack Prim
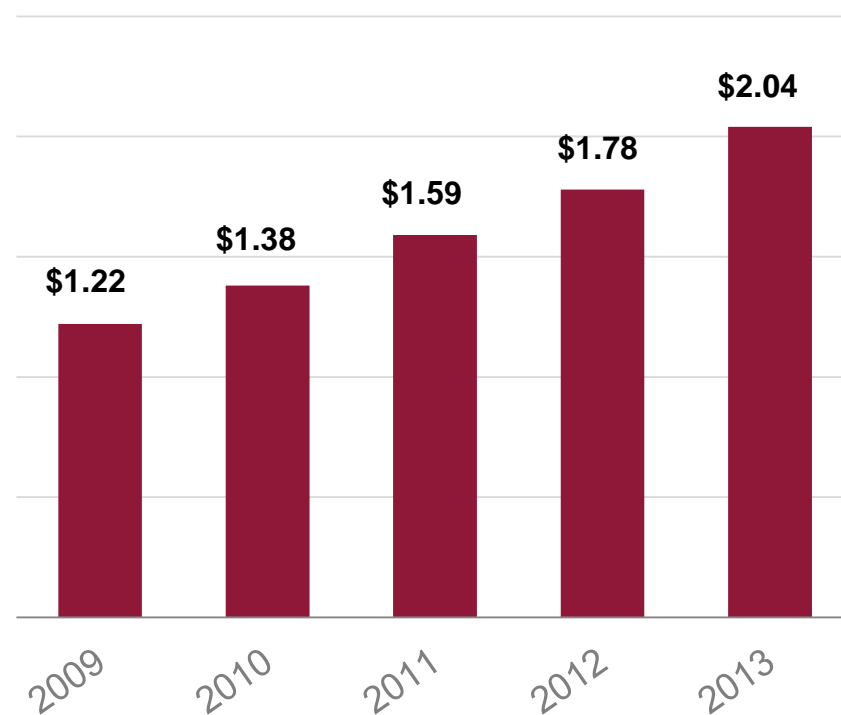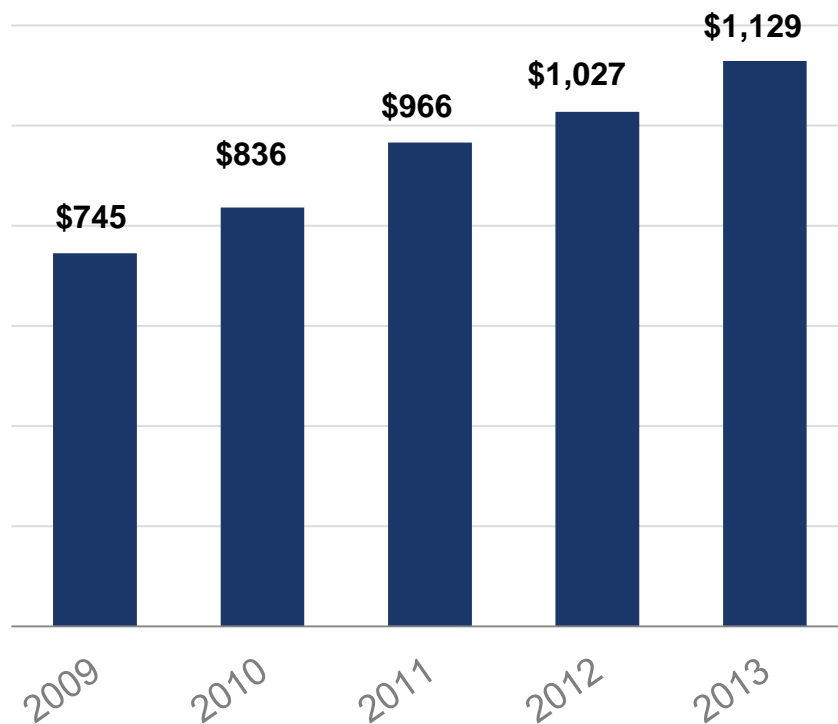Chairman and CEO

Strategic Direction

- Provide core processing systems to financial institutions
- Cross sell additional products and services to these financial institutions
- Offer stand-alone solutions to banks, credit unions, and to selected non-financial industry organizations, using competitive core systems
- Focus on payments and online channels, all internet and mobile
- Emphasize integration and superior customer service
- Make acquisitions that support the above strategies
- Dividends and share repurchases to return value to shareholders

Revenue and EPS Comparison

(in millions, except per share data)

FISCAL YEAR ENDED JUNE 30

Revenue chart (in millions):
- 2009: $745
- 2010: $836
- 2011: $966
- 2012: $1,027
- 2013: $1,129

EPS chart:
- 2009: $1.22
- 2010: $1.38
- 2011: $1.59
- 2012: $1.78
- 2013: $2.04

Pillars Of Success

Employees

Customers

Shareholders

Employee Engagement

Engagement Capital - Overall

The Engagement Capital metric is designed to provide you with a high level, quick view into your organization's overall levels of engagement. The subsequent questions will help you determine what is driving the overall engagement score, be that positive or negative. Is it Manager Quality? Work Environment? Communications?
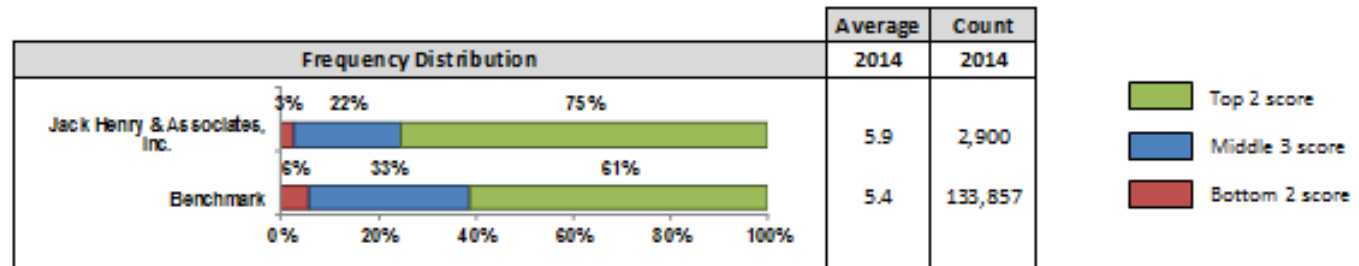

Intent to Stay

The questions within this section measure employees' intent to stay. Intent to stay refers to employees' desire to stay with the organization, based on whether they intend to look for a new job within a year, whether they frequently think of quitting, whether they are actively looking for a job, or have begun to take tangible steps like placing phone calls or sending out résumés.
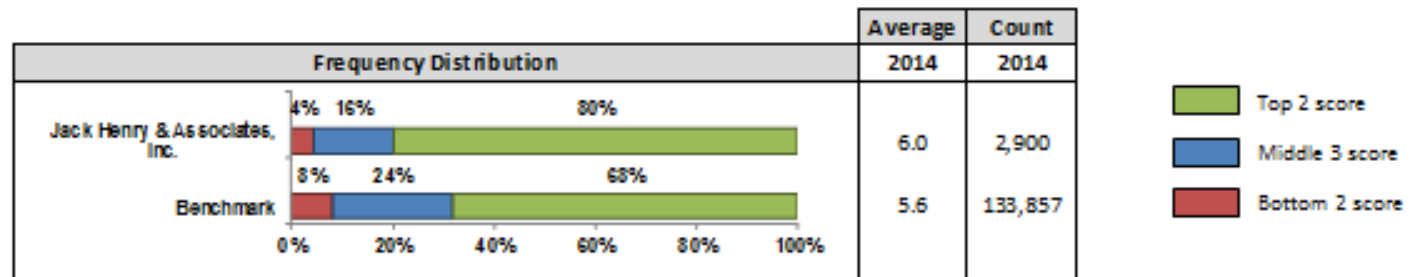
Employee Engagement

Culture/Values

The questions within this section measure employees' perceptions of how well the organization has established corporate values and whether or not the organization lives up to those values. If utilized effectively, values can have up to a 13% impact on engagement capital.
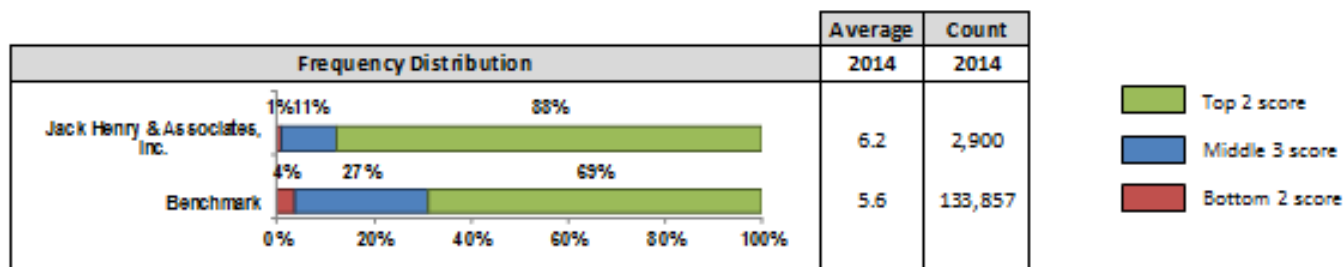
Compensation & Rewards

The questions within this section measure employees' perception of pay fairness and recognition. Utilizing non-cash rewards and communicating the connection between pay and employee performance can significantly increase employees' discretionary effort.
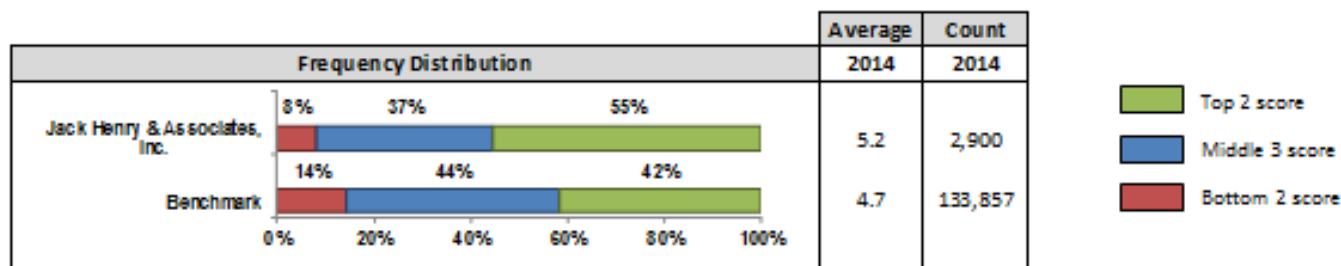
Daily Customer Satisfaction Surveys

Q1: Call Center Operator answered call promptly

Q2: Call Center Operator was courteous and professional

Q3: Initial call back from customer service was timely

Q4: Customer Service Rep was well prepared for the case

Q5: Customer Service Rep asked appropriate questions

Q6: Customer Service Rep was courteous and professional

Q7: Overall rating of the Customer Service Representative

Q8: Question/Issue was resolved in a timely manner

Q9: The answer to my question/issue was complete and accurate

Q10: Overall rating for this customer service experience

Rating Scale: 5) far exceeded expectations
4) exceeded expectations
3) met expectations
2) needs improvement
1) unacceptable
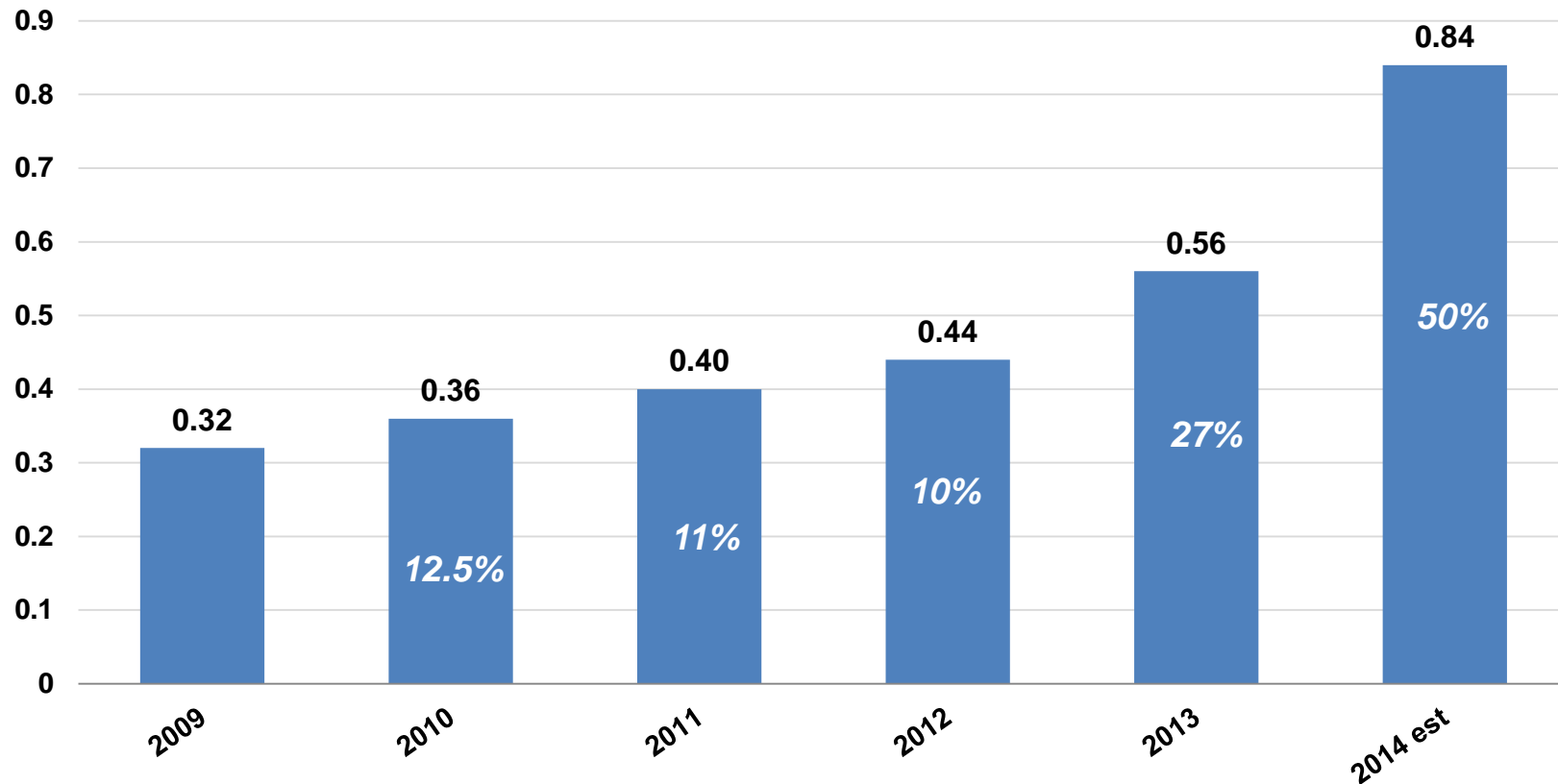
Daily Customer Satisfaction Surveys
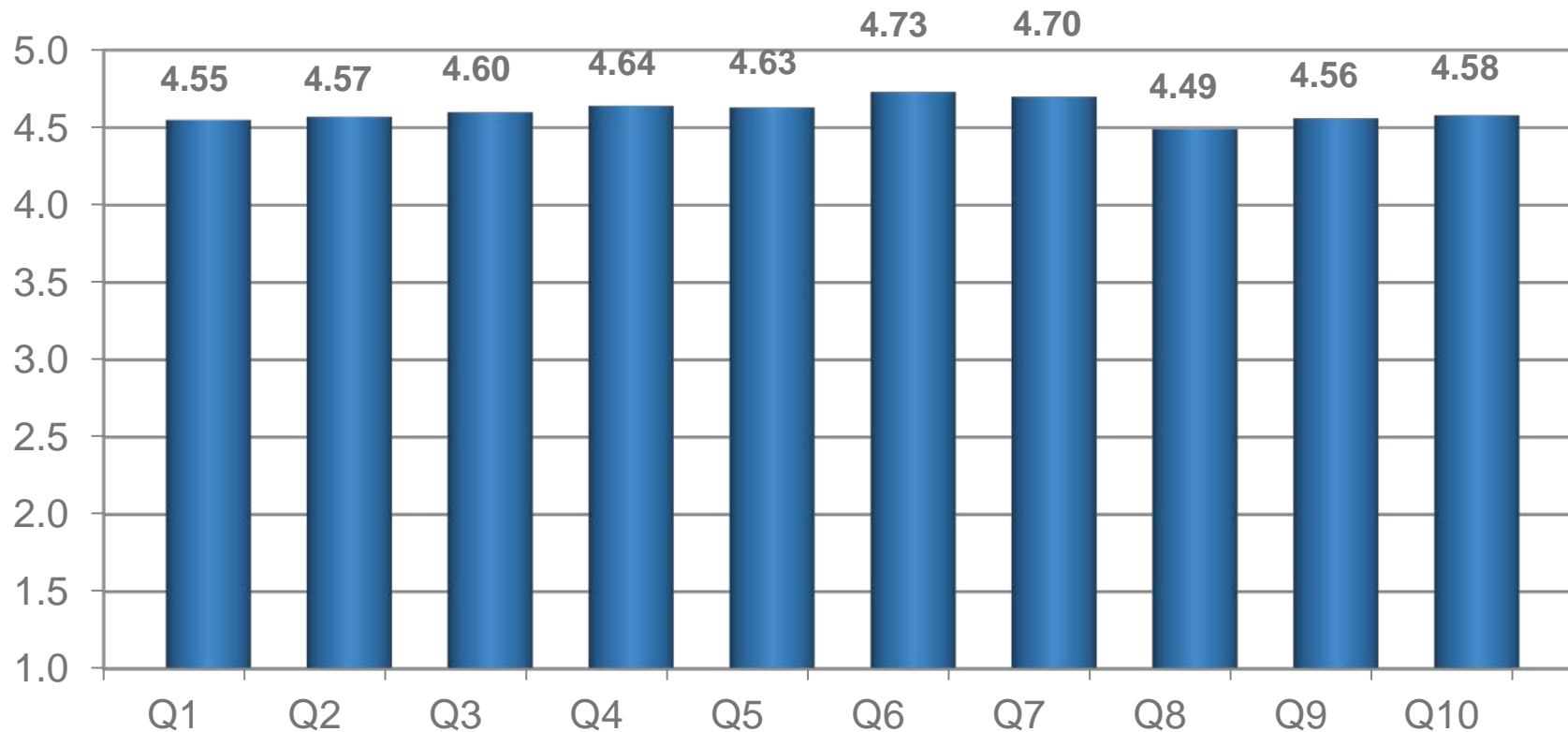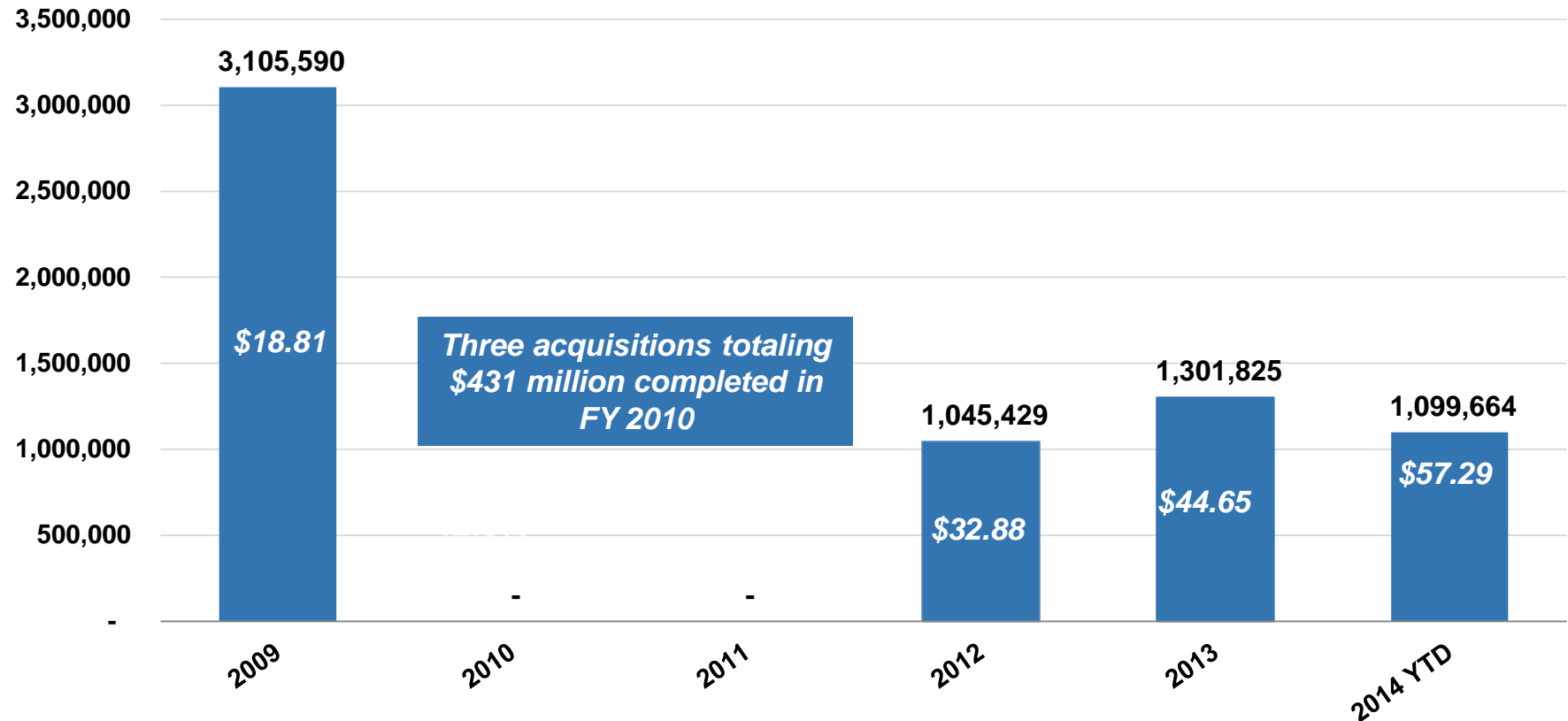

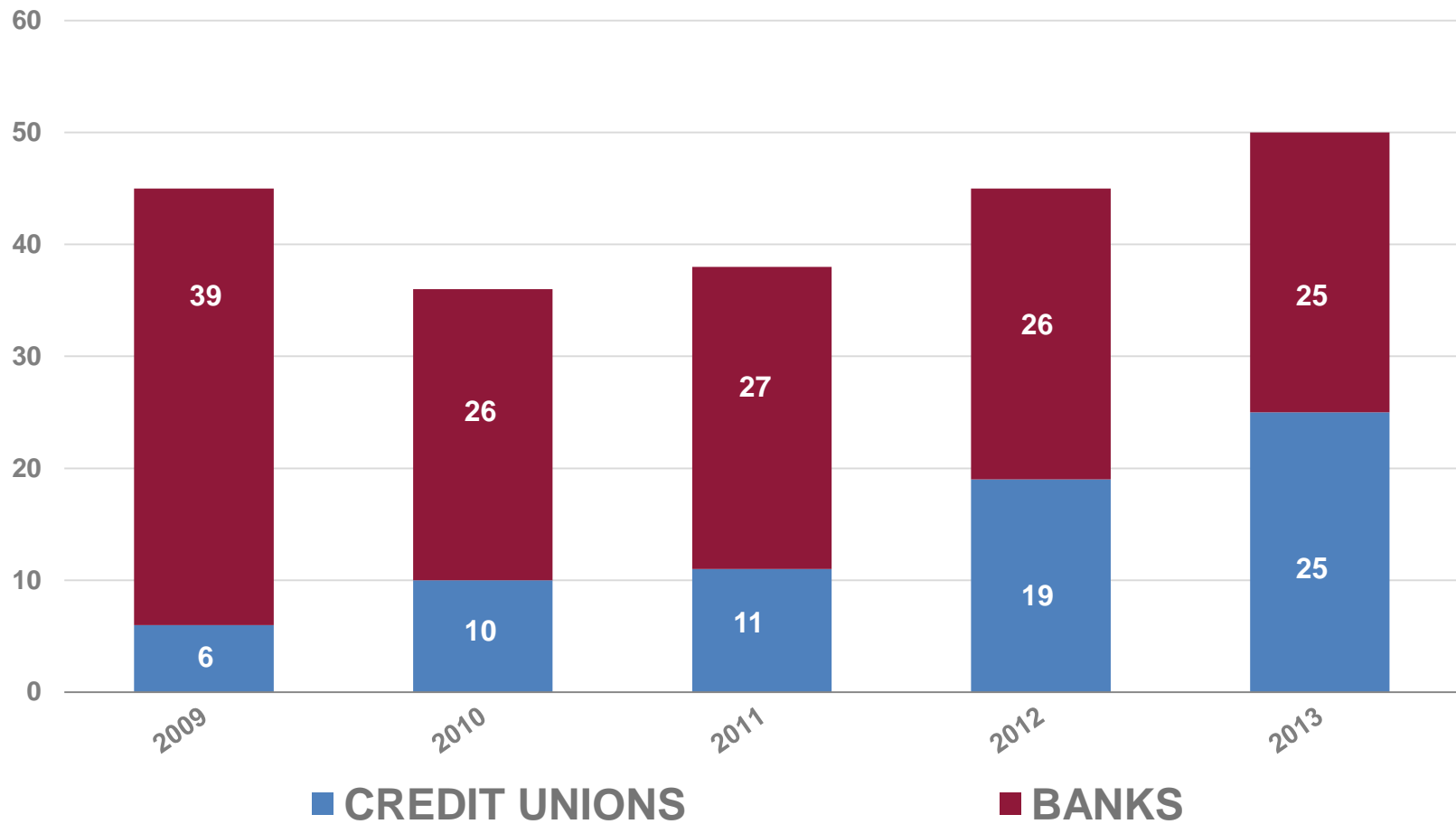**90 Day Rolling Average for All Products – March 2014**

Share Repurchases

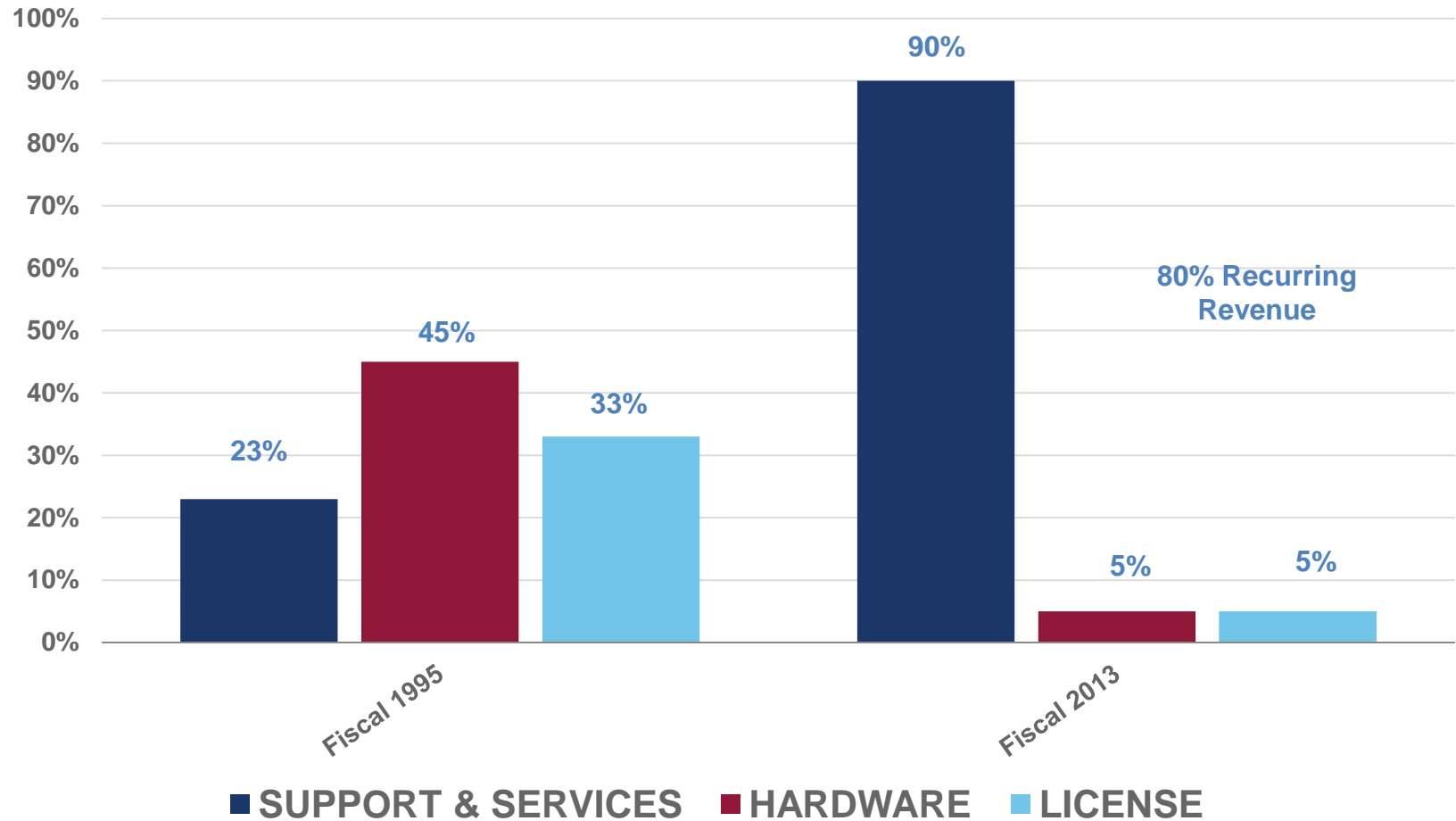*(Number of Shares and Average Price Per Share)*
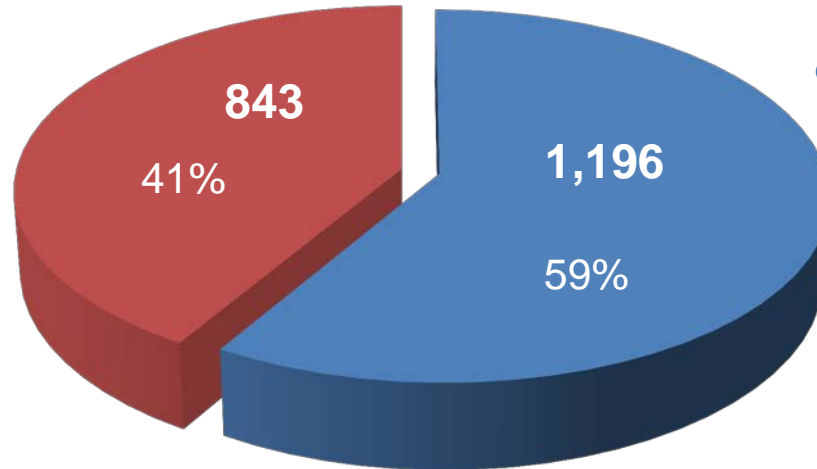
In-to-Out Migrations

Evolution Of Our Business Model

(% of Total Revenue)

Transition Opportunity

- **Increased total revenue**
- **Increased recurring revenue**
- **Multi-year contracts**

○ **Remaining opportunities**

843
41%

1,196
59%

■ Inhouse
■ Outsourced

The Next Step in Outsourcing

Hosted Network Services (Infrastructure-as-a-Service)

- Several implementation methods available
- Servers at Financial Institution (FI), managed by JHA

Servers at JHA, managed by FI

Servers at JHA, managed by JHA

- Software/OS patches, hardware maintenance, upgrades, disaster recovery, server application software
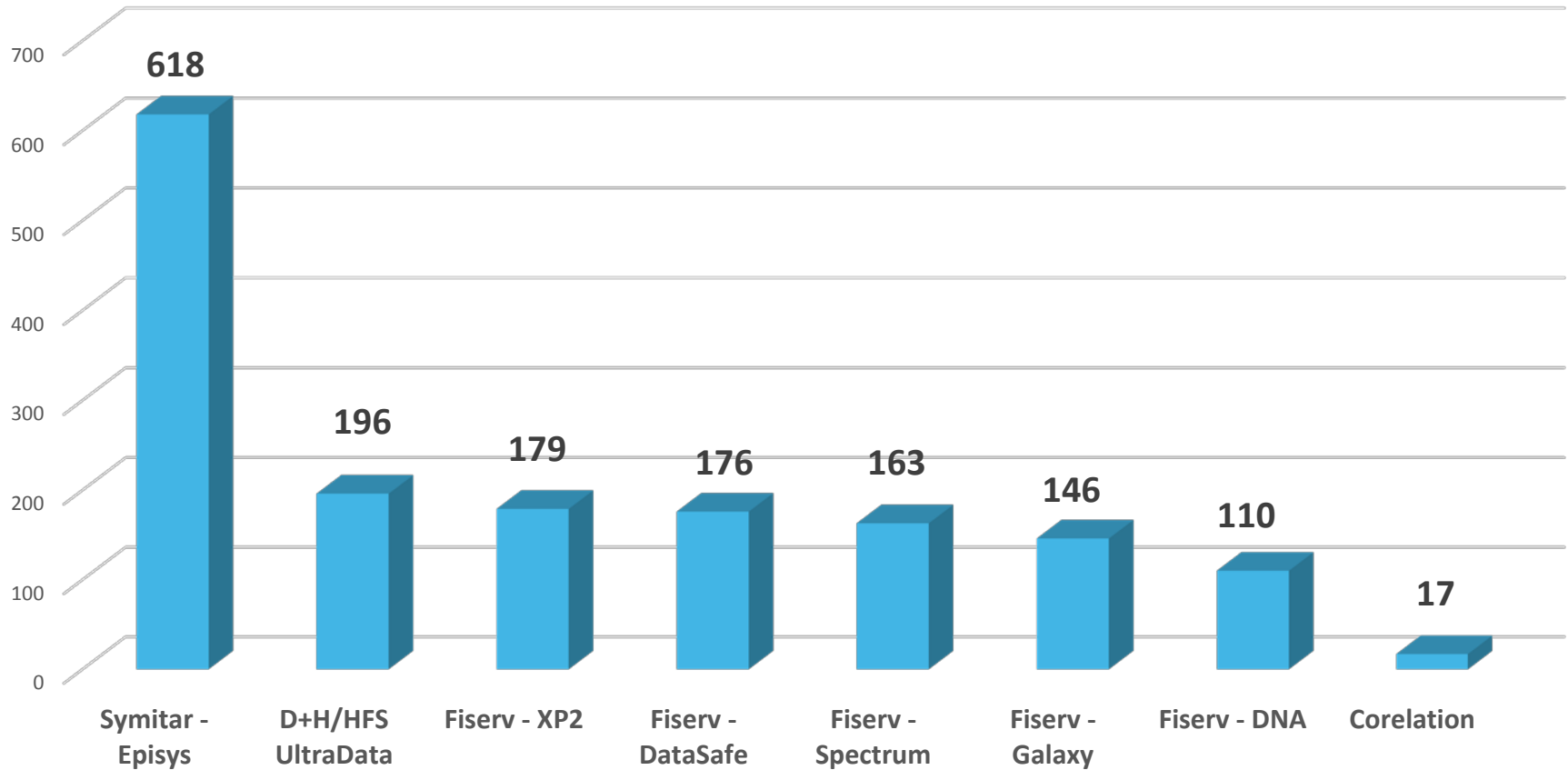
Helpdesk operations for Financial Institution employees

Highlights Year-to-Date

- JHA Banking
  - Strong sales performance
  - Growing interest in the mid-tier bank segment ($1–10B)

- ProfitStars
  - Strong sales performance
  - Lots of "base hits"

- Symitar
  - Strong sales performance
  - 35 new core wins year-to-date, 5 over $1 billion in assets

Credit Union Platform Landscape

Callahan data adjusted for known signed deals

Platform	Value
Symitar - Episys	618
D+H/HFS UltraData	196
Fiserv - XP2	179
Fiserv - DataSafe	176
Fiserv - Spectrum	163
Fiserv - Galaxy	146
Fiserv - DNA	110
Corelation	17

Our Latest Acquisition

Banno

- Originally partnered with iPay for non-JHA core mobile offering
- Website design and hosting (JHA 1,200 sites – Banno 375)
- Website targeted marketing and analytics capabilities
- Exciting and innovative group
  - Top 10 FinTech companies to watch in 2013 – American Banker magazine
  - Prometheus Award 2012 – Technology Association of Iowa
  - Finovate featured vendor multiple times

Formal Agreement Status

- Entered into December 4, 2013
  - OCC, FDIC, Federal Reserve
- Related to item processing facility disaster recovery issues associated with Superstorm Sandy (October 2012)
- In depth reviews of all JHA DR/BCP plans
  - Management changes
  - Organization/responsibility changes
  - Technology/infrastructure investments
- Fully in compliance with all aspects of the agreement
- Continue to maintain excellent relationships with regulators

Tony Wormington Retirement

- Highly successful 34-year career
- Contributed in many different roles over the years

Thank you for all you have done to make JHA a success.

Dave Foss – President effective 7/1/2014

- 29-year career in financial services software industry

- 14 years with JHA

- Varied background including sales, development, implementation, support and management of same

- Helped develop and execute the ProfitStars strategy

FY 2014 Outlook

- Stable, improving business environment
- Solid balance sheet
- Significant free cash flow
- Happy customers
- Happy employees
- Seasoned management team
- Focused strategy

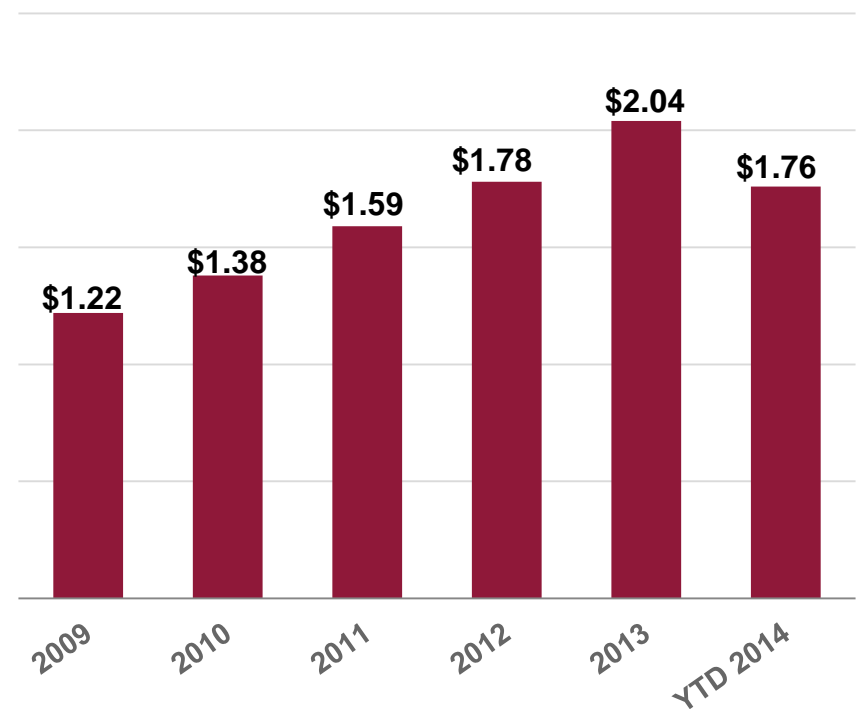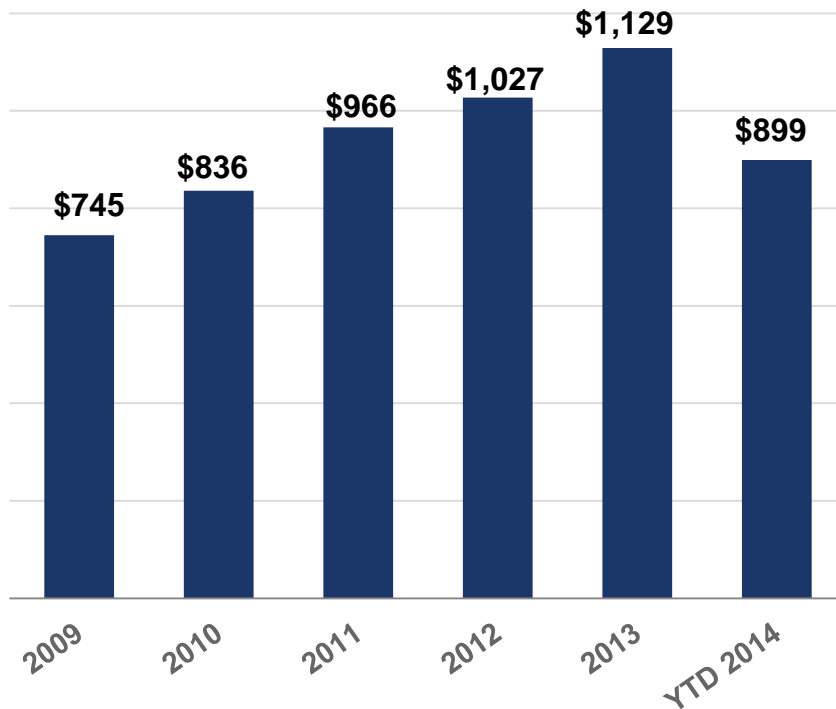# NASDAQ: **JKHY**

Financial Review
Kevin Williams
Chief Financial Officer

Revenue and EPS Comparison
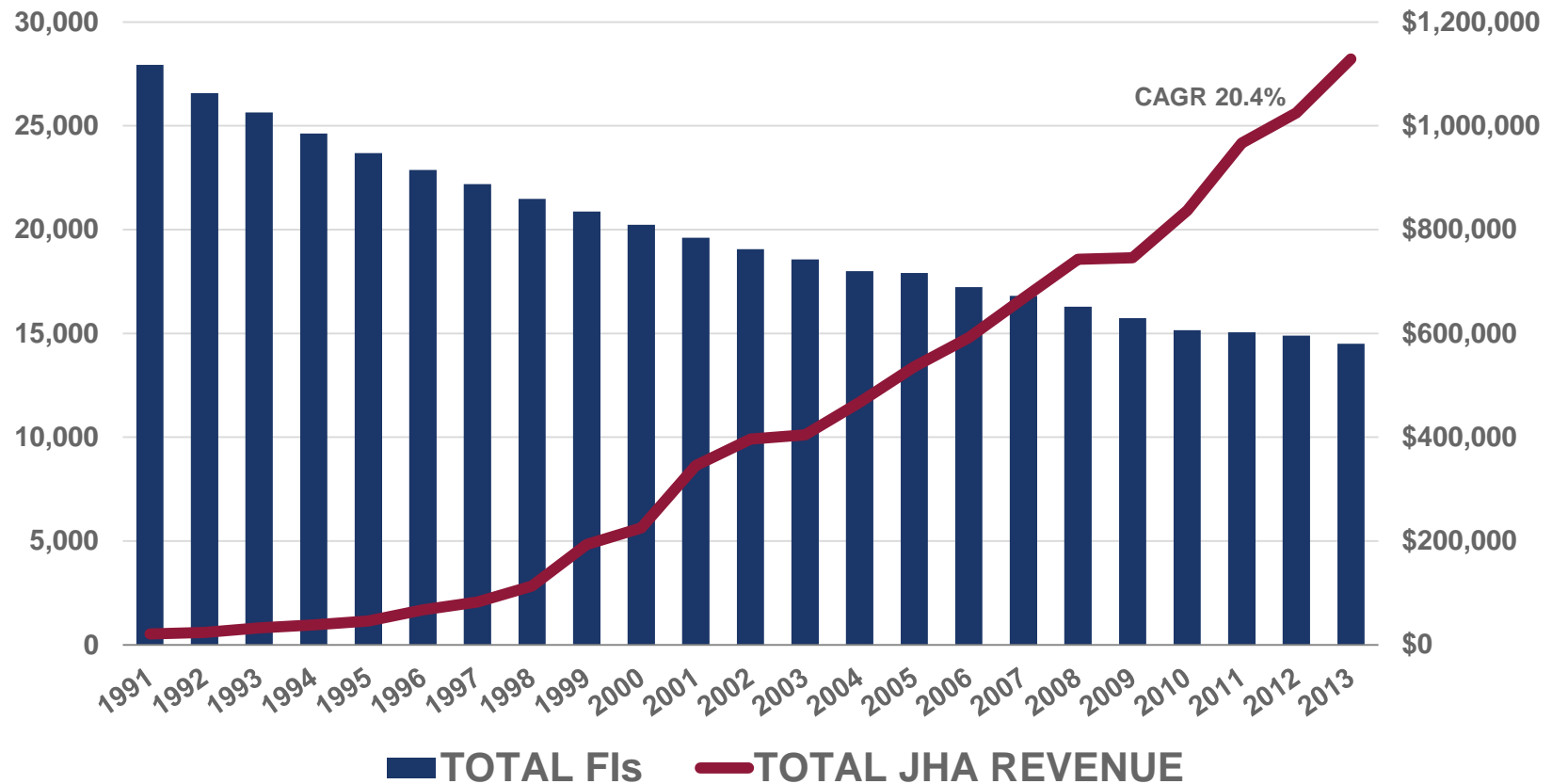
(in millions, except per share data)

FISCAL YEAR ENDED JUNE 30
DILUTED EPS FROM OPERATIONS
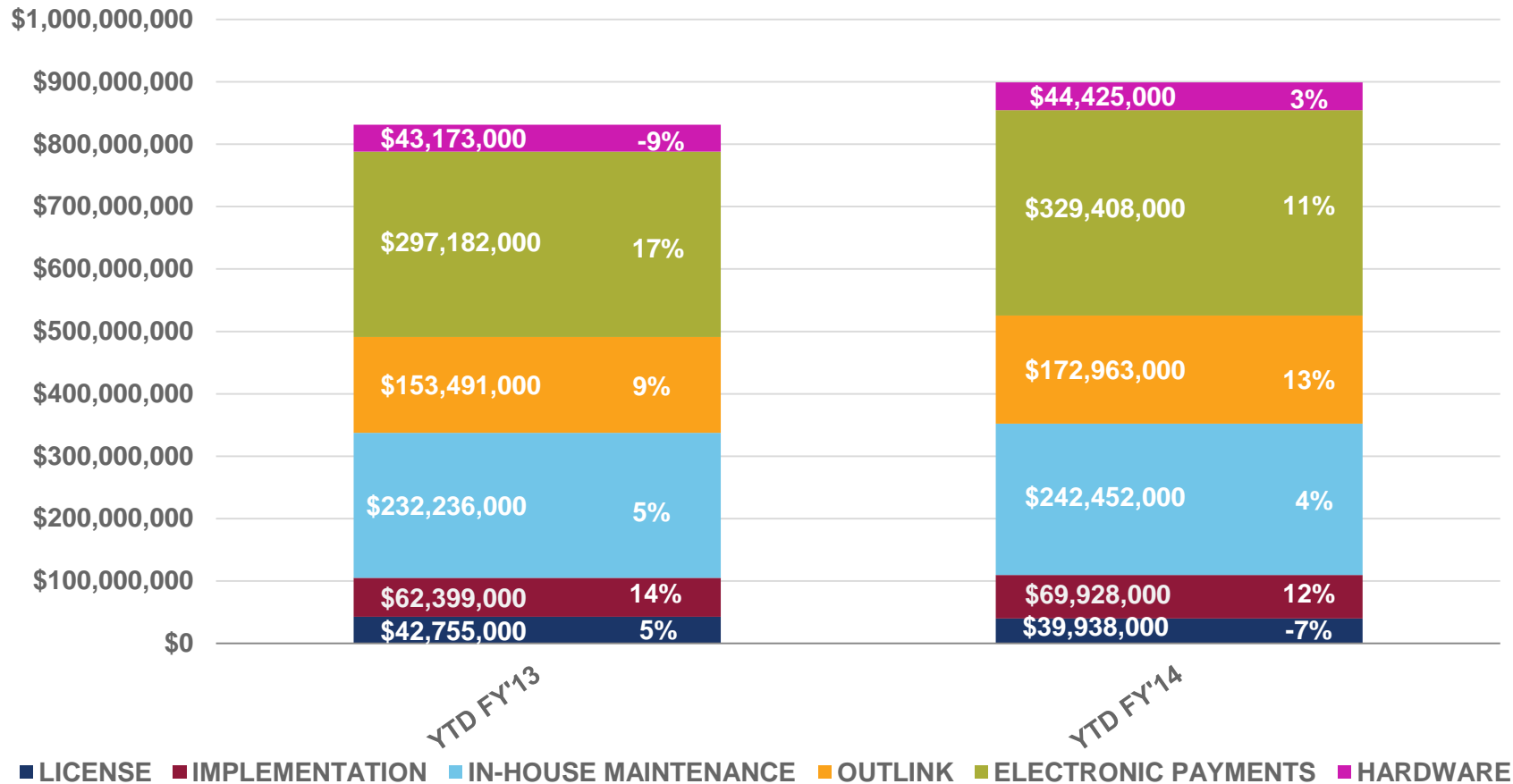
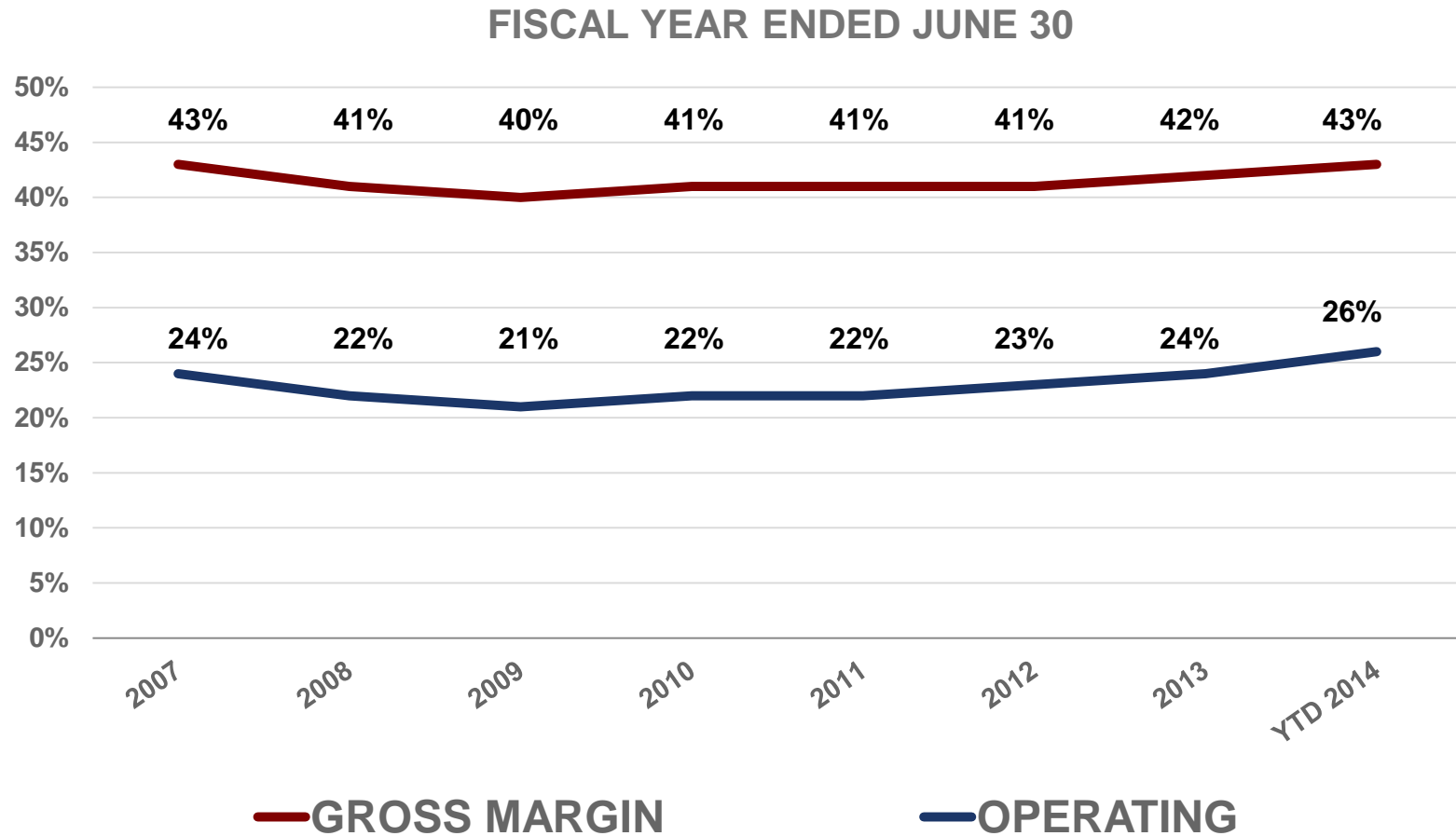# Growth in a Consolidating Industry

(Revenue in thousands)

CAGR 20.4%

Legend: TOTAL FIs (blue bars) — TOTAL JHA REVENUE (red line)

EBITDA Margins

(Fiscal Years Ended: June 30)
(in millions)

Chart legend: REV (blue), EBITDA (red)

Year	REV	EBITDA	Margin
2009	$745.6	$222.8	30%
2010	$836.6	$253.9	30%
2011	$966.9	$307.0	32%
2012	$1,027.1	$307.0	32%
2013	$1,129.4	$366.5	32%
YTD 2014	$899.1	$312.1	35%
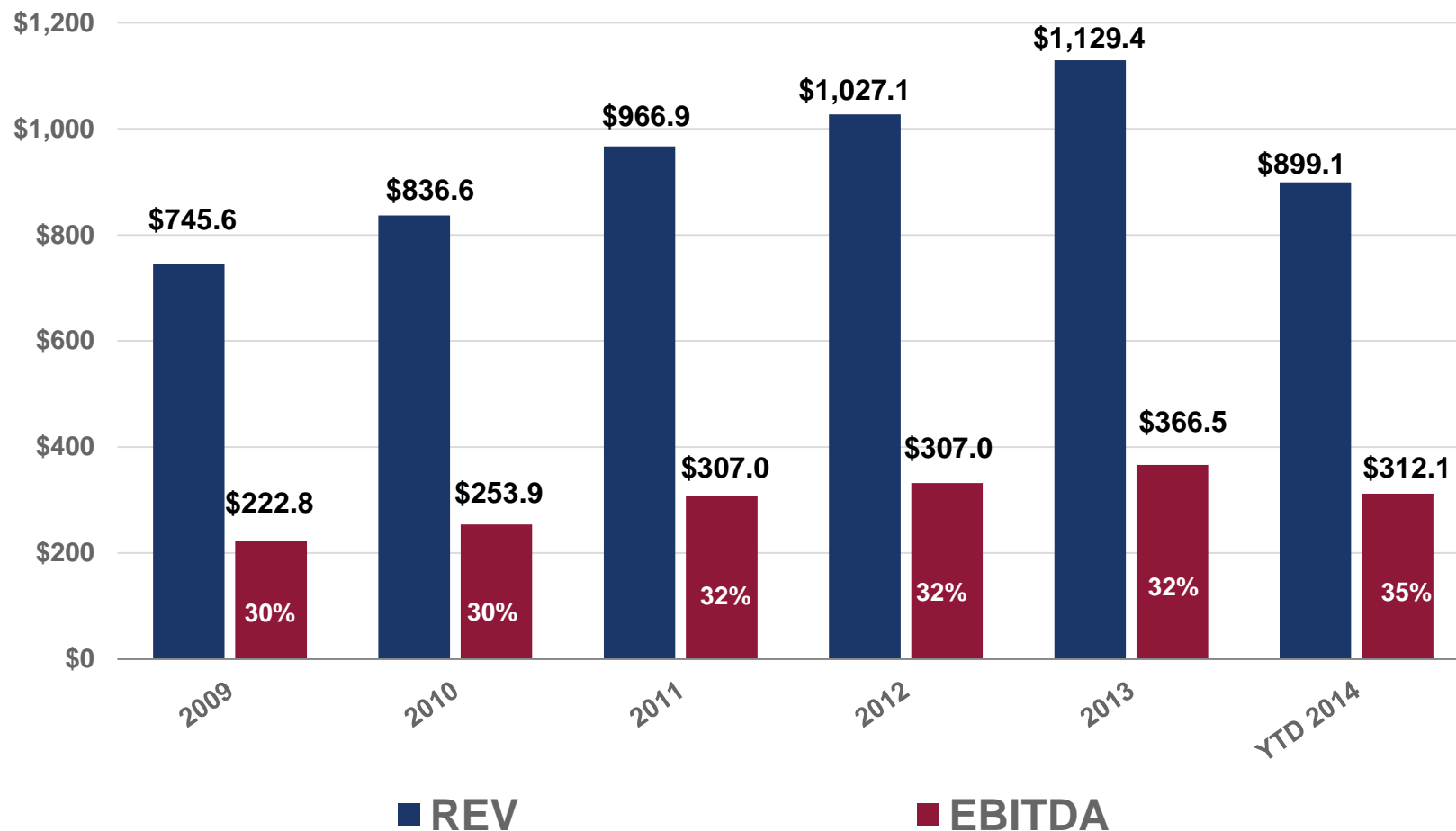
Continued Shift in Business

(Percentage of Total Revenue)

Chart: Percentage of Total Revenue across Fiscal 2002, Fiscal 2013, and YTD 2014.

- Fiscal 2002: Support & Services 58% / 29% GM; Hardware 25% / 30% GM; License 17% / 96% GM
- Fiscal 2013: Support & Services 90% / 41% GM; Hardware 5% / 26% GM; License 5% / 91% GM
- YTD 2014: Support & Services 91% / 41% GM; Hardware 5% / 26% GM; License 4% / 91% GM

■ SUPPORT & SERVICES   ■ HARDWARE   ■ LICENSE   GM = GROSS MARGIN %
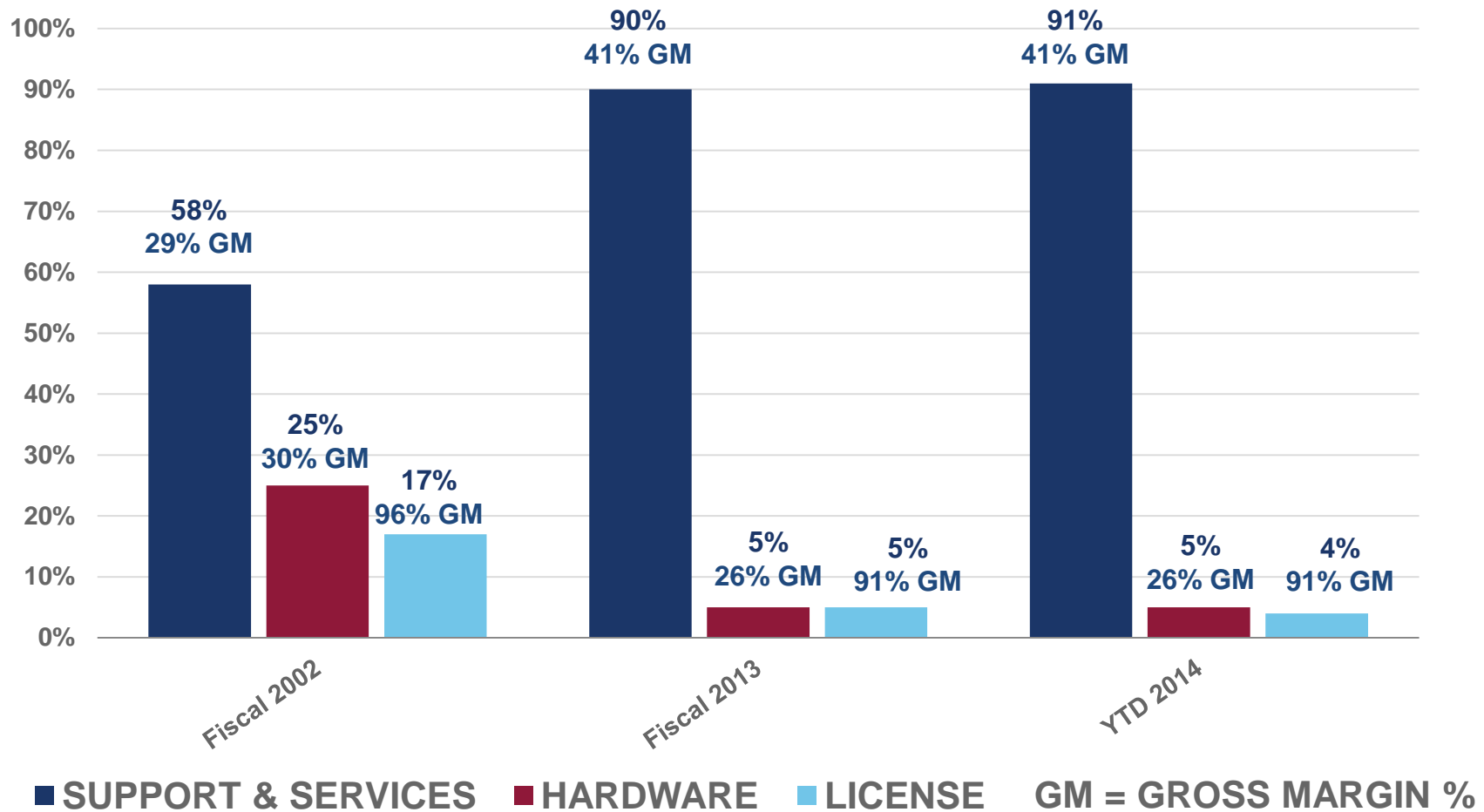
Support and Services Revenue YTD

(Percentage of Support & Services Revenue; Year over Year Growth)
(in thousands)

Recurring Revenue Trend
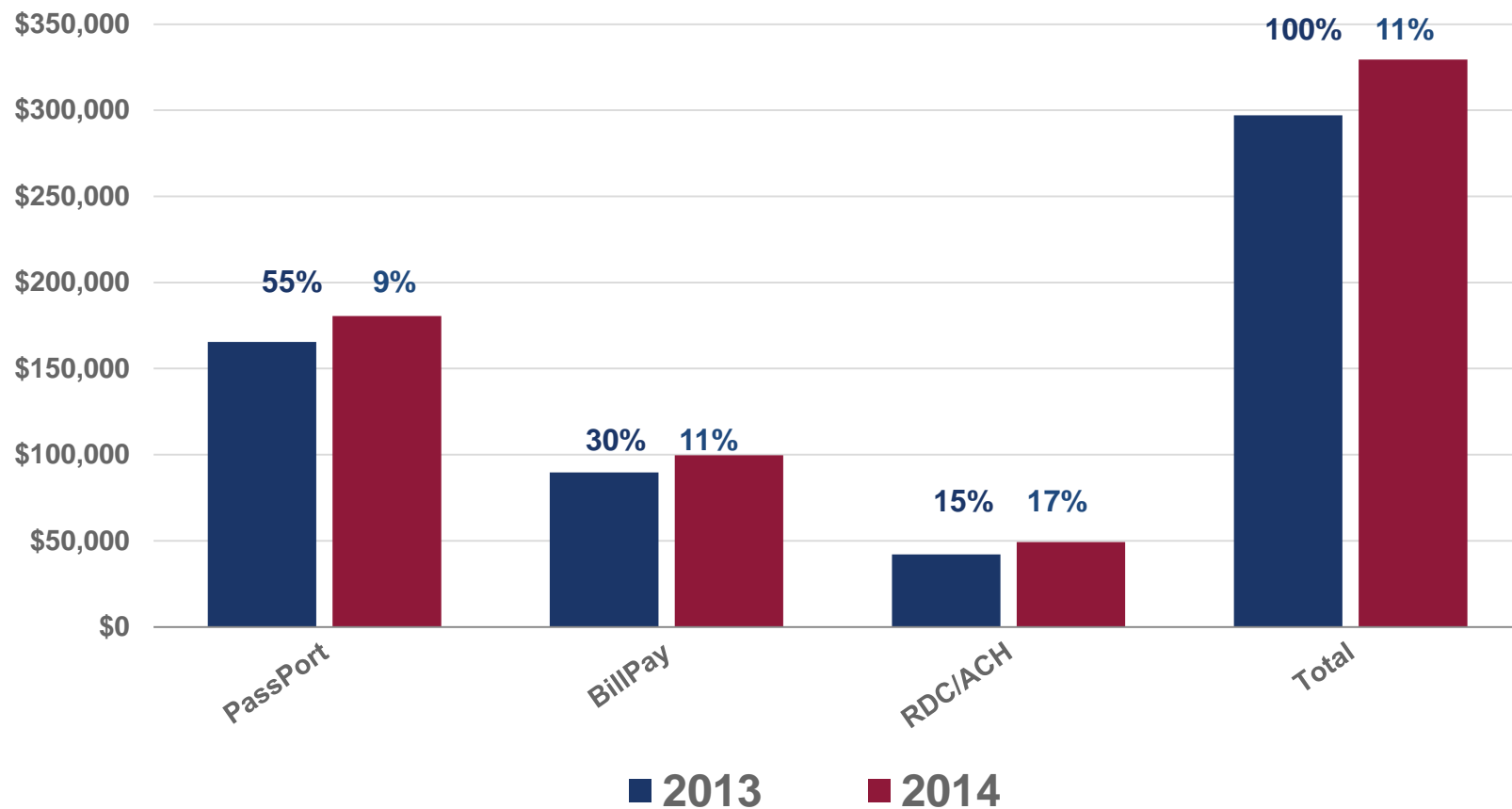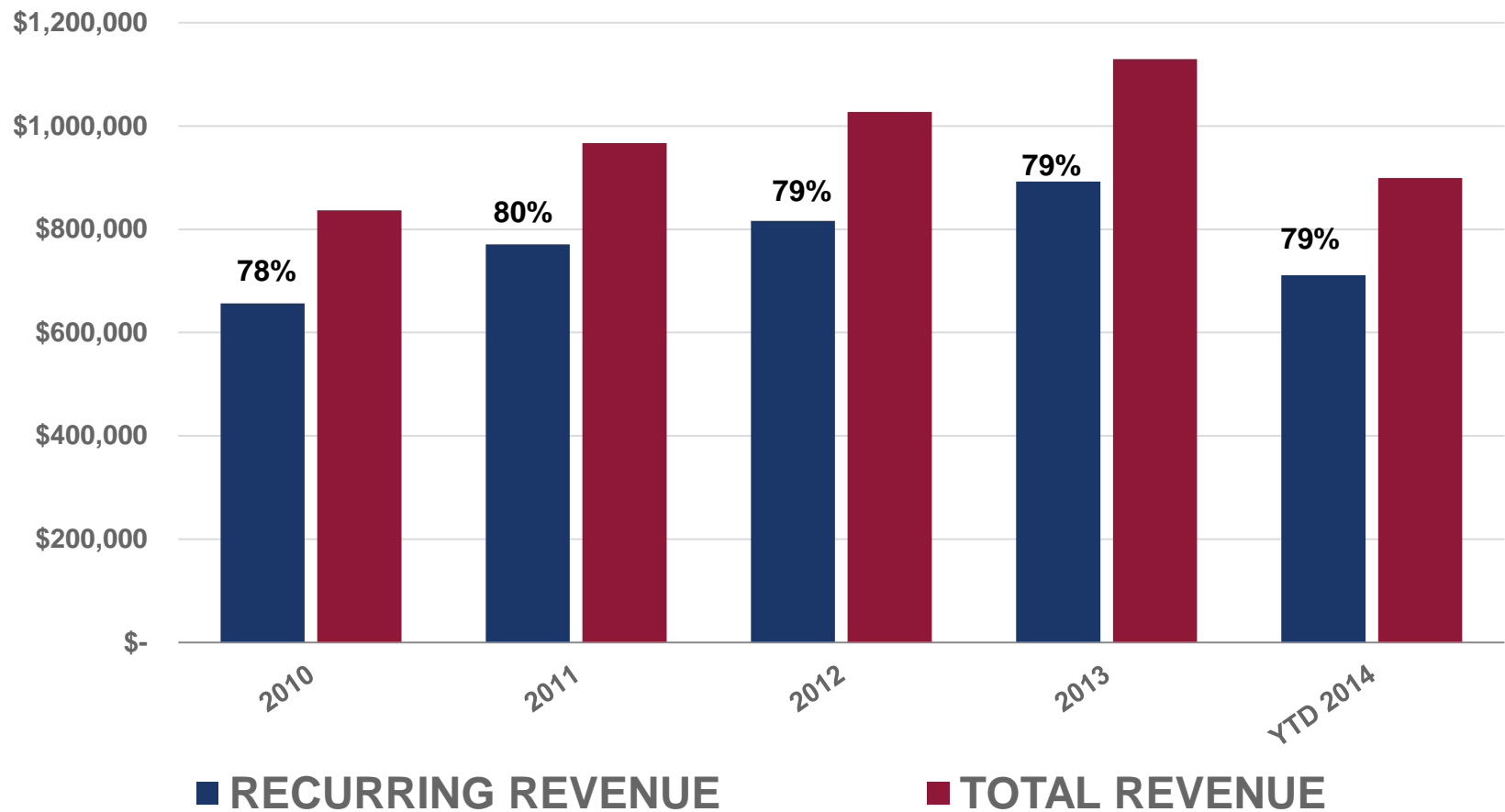
(Percentage of Total Revenue)
(in thousands)

Recurring Revenue Composition

(Percentage of Total Revenue)

Bar chart showing recurring revenue composition for IN-HOUSE, OUTLINK, and PAYMENTS across 2002, 2013, and YTD 2014.

- 2002: IN-HOUSE 26%, OUTLINK 17%, PAYMENTS 5%
- 2013: IN-HOUSE 26%, OUTLINK 18%, PAYMENTS 35%
- YTD 2014: IN-HOUSE 24%, OUTLINK 19%, PAYMENTS 36%
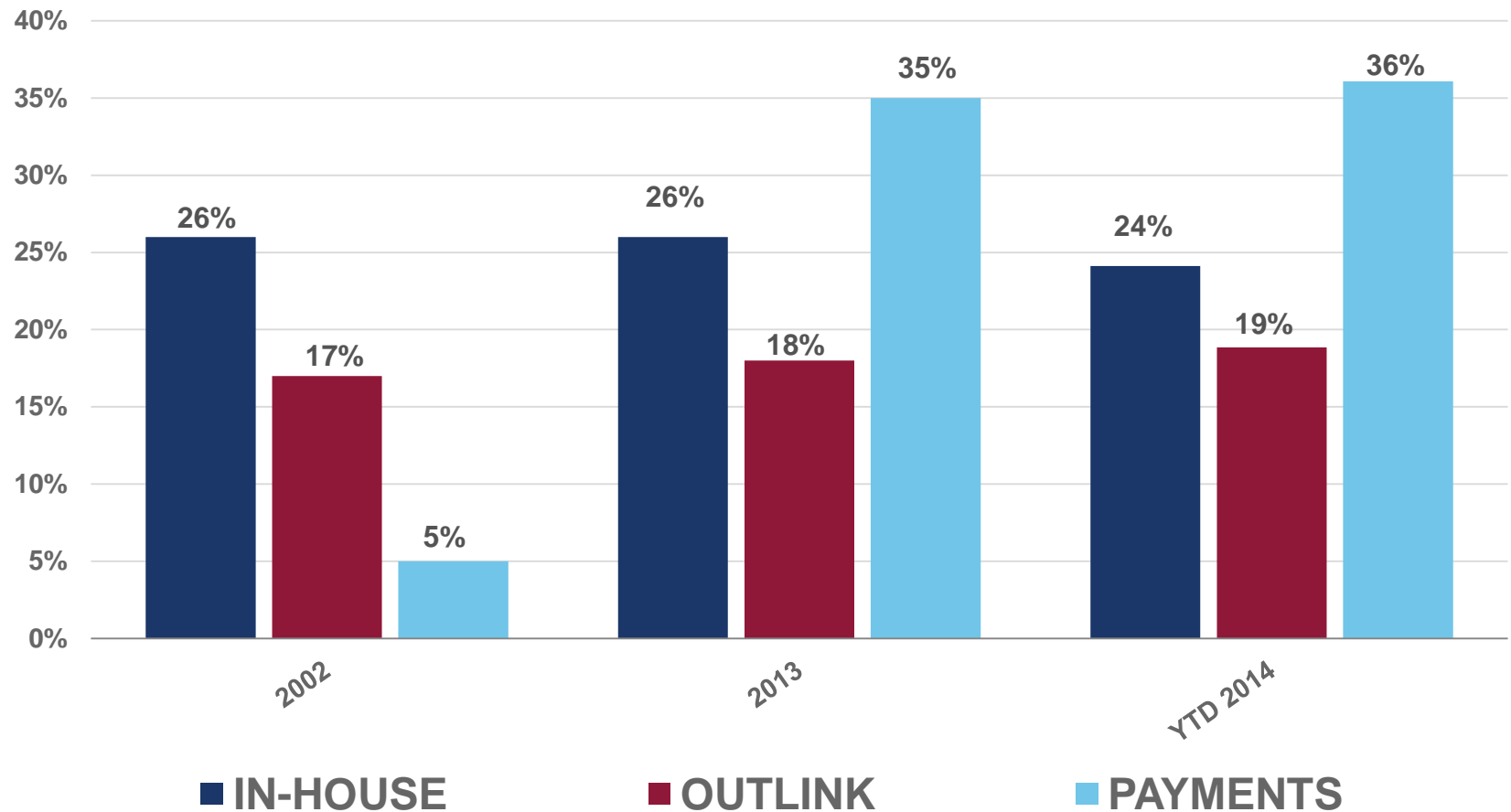
IN-HOUSE   **OUTLINK**   **PAYMENTS**
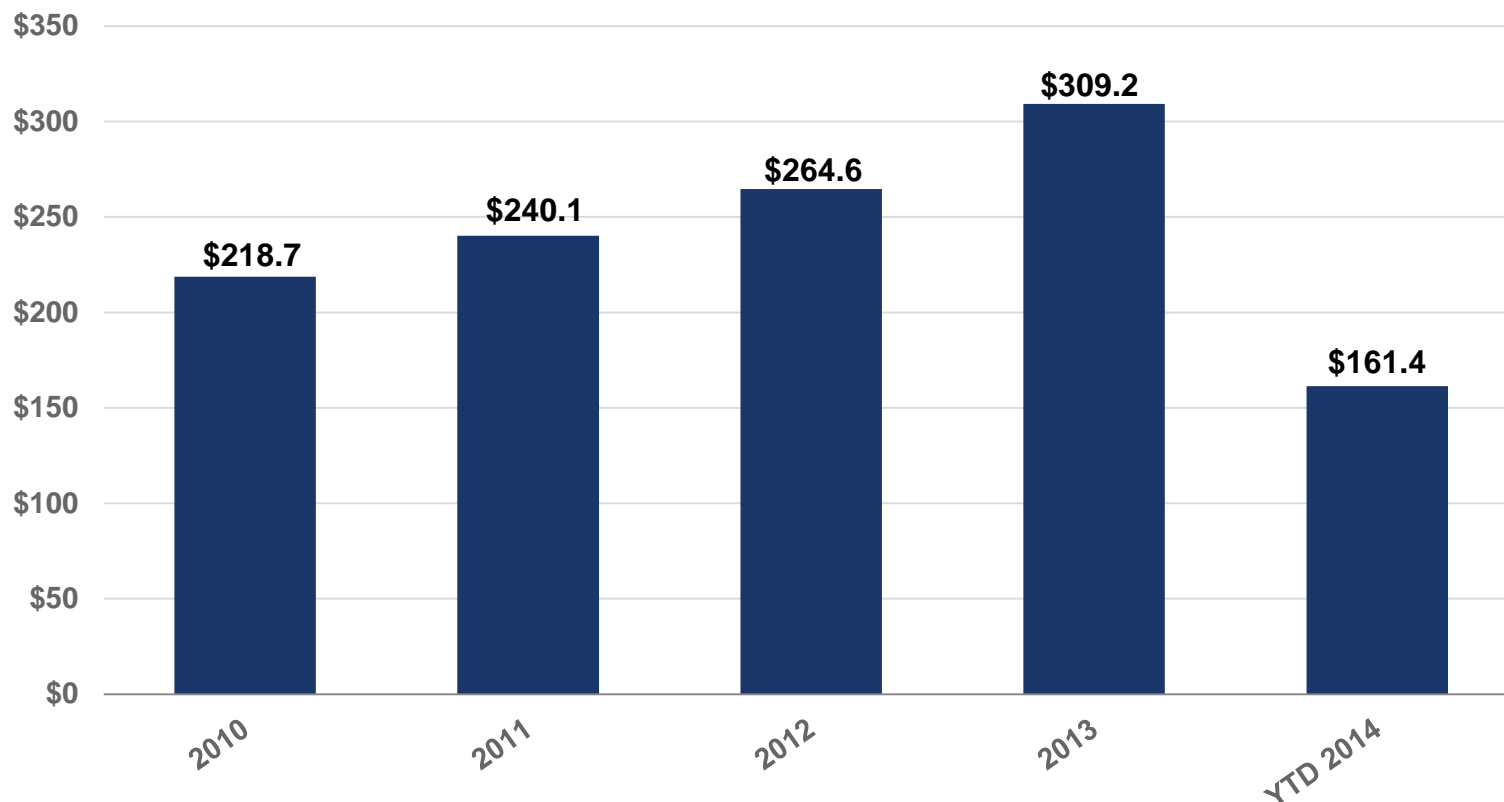
Dividends Paid

(in millions except per share amount)

Year	Dividends Paid	Per Share
2010	$30.5	$0.36
2011	$34.4	$0.40
2012	$38.1	$0.44
2013	$48.2	$0.56
YTD…	$52.8	$0.62

jack henry
& ASSOCIATES INC. ®
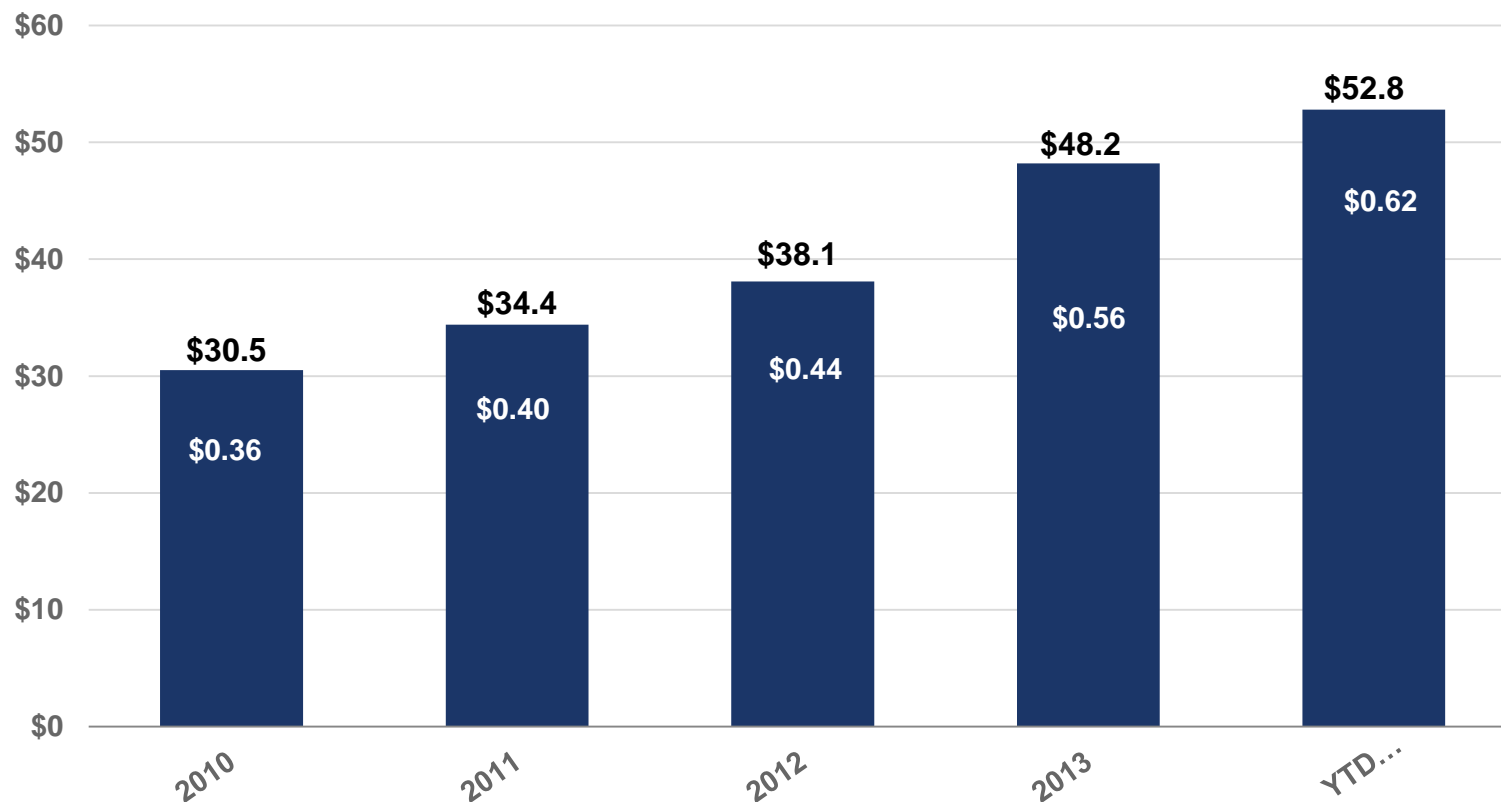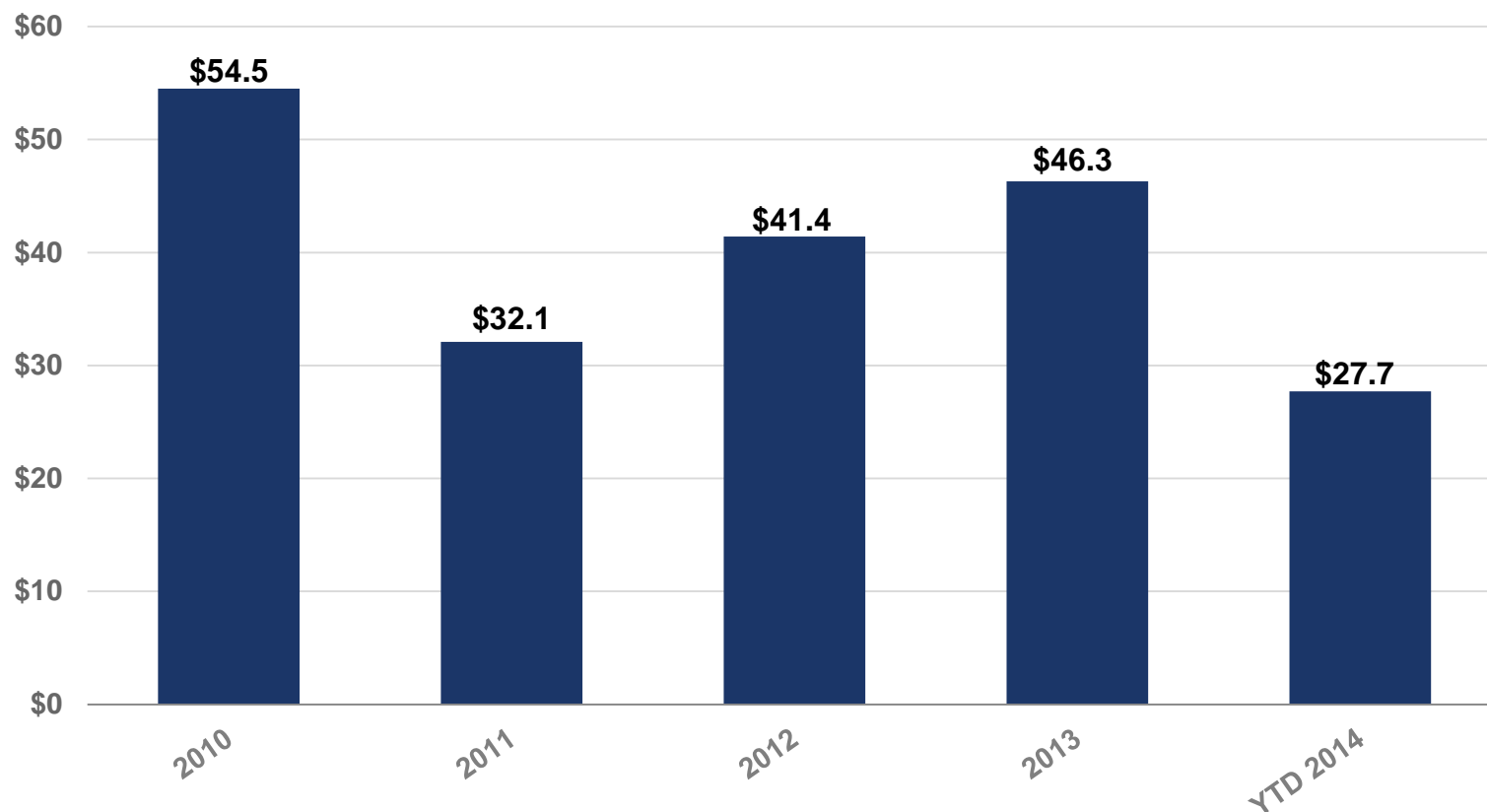
Capitalized Software
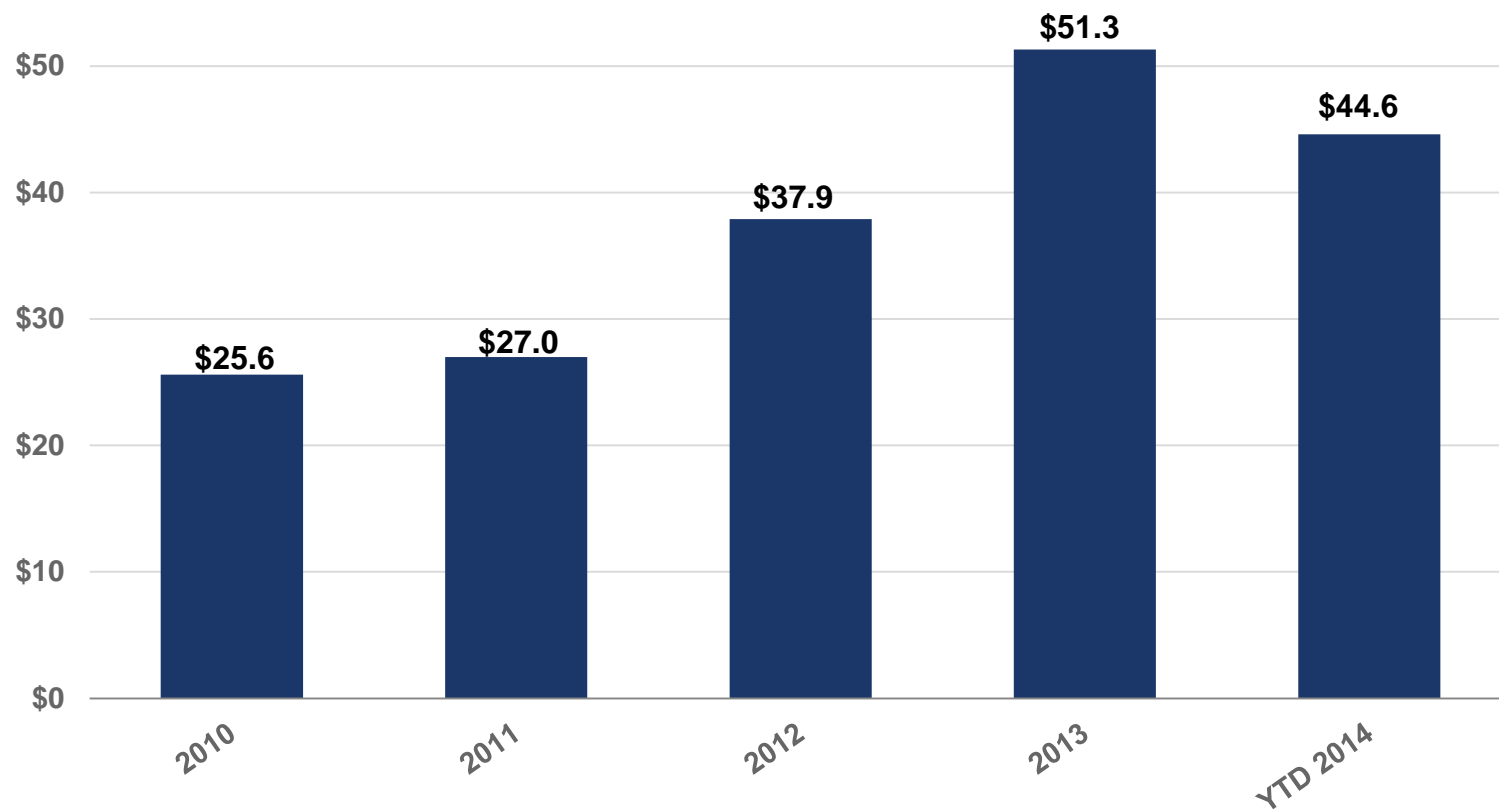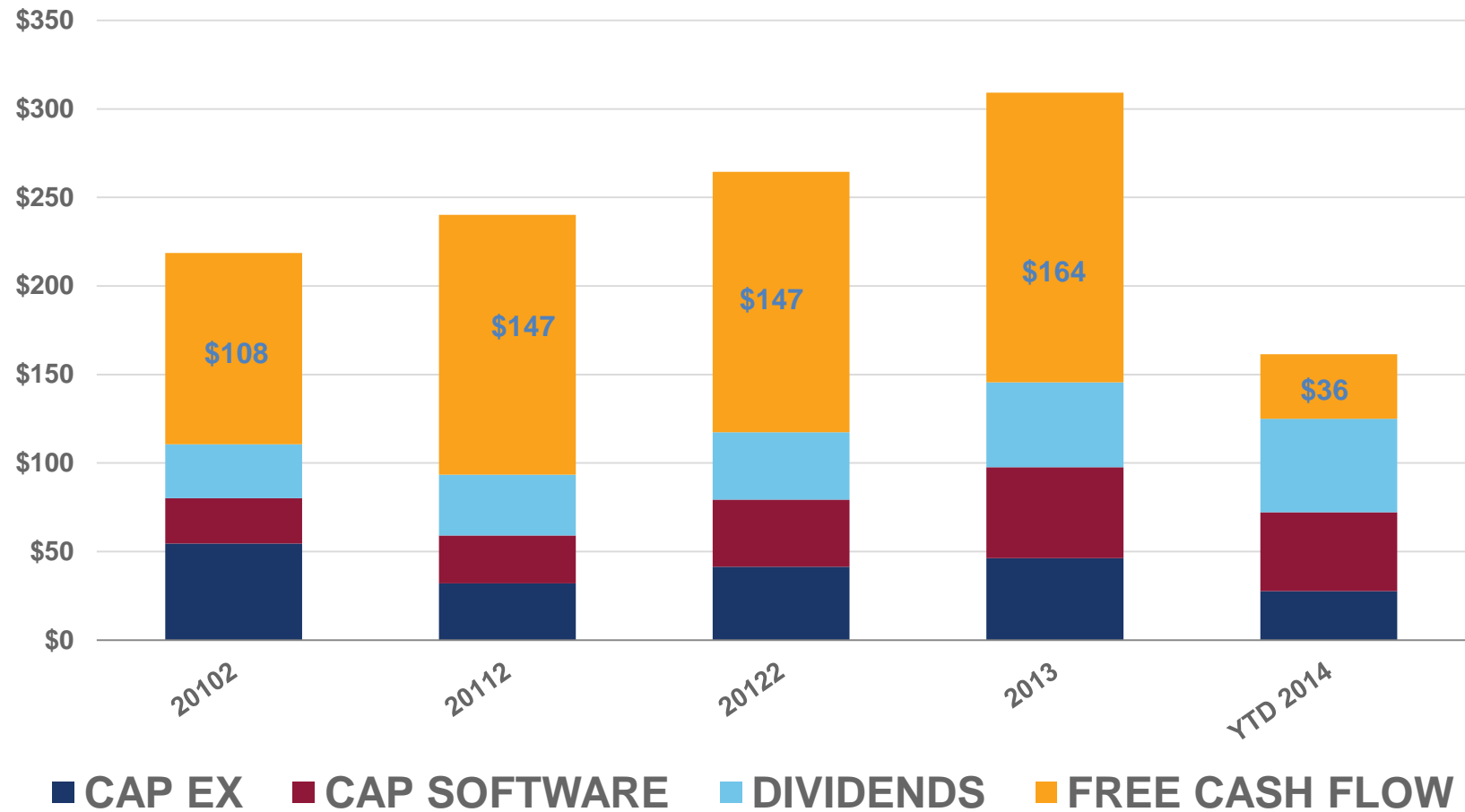
(in millions)

Condensed Statement of Income

(in thousands, except per share data)

	Quarter Ended March 31, 2014	Quarter Ended March 31, 2013	%
Total Revenue	$300,929	$281,542	7%
Gross Profit	$124,531	$114,590	9%
Operating Income	$71,382	$65,709	9%
Net Income	$46,757	$45,996	2%
Earnings per Share	$0.55	$0.53	34%
Diluted Shares OS	85,467	86,705	-1%

Condensed Balance Sheet

(in thousands)

	As of March 31, 2014	As of March 31, 2013	%
Cash and Investments	**$52,244**	**$182,051**	**-71%**
Trade Receivables	**$140,010**	**$126,820**	**10%**
Total Assets	**$1,514,472**	**$1,563,440**	**-3%**
Deferred Revenue	**$153,740**	**$142,944**	**8%**
Short & Long Term Debt	**$15,454**	**$132,636**	**-88%**
Stockholder's Equity	**$1,114,540**	**$1,079,840**	**3%**

Healthy Backlog

- In-house backlog includes:
  - Software, Implementation Services and Hardware
    - Contracted but not yet delivered
- Outsource backlog includes:
  - Remaining minimums on original or renewed long-term contracts
- March 31st : year-over-year growth/decline
  - In-house   21%
  - Outsource   8%
- Outsource backlog understated from inception
  - Minimum fees to be received by contract is less than actual billings and revenue recognized from contract
  - No payments revenue included in outsource backlog

Consolidated Reported Backlog
(in thousands)

	March 31, 2014	March 31, 2013	% Change
In-House	$121,354	$100,465	21%
Outsourcing	$389,320	$359,533	8%
Total	**$510,674**	**$459,999**	**11%**

NASDAQ: **JKHY**

QUESTIONS

Technology Update
Mark Forbis
Vice President and Chief Technology Officer

jack henry
& ASSOCIATES INC.®

Annual Releases
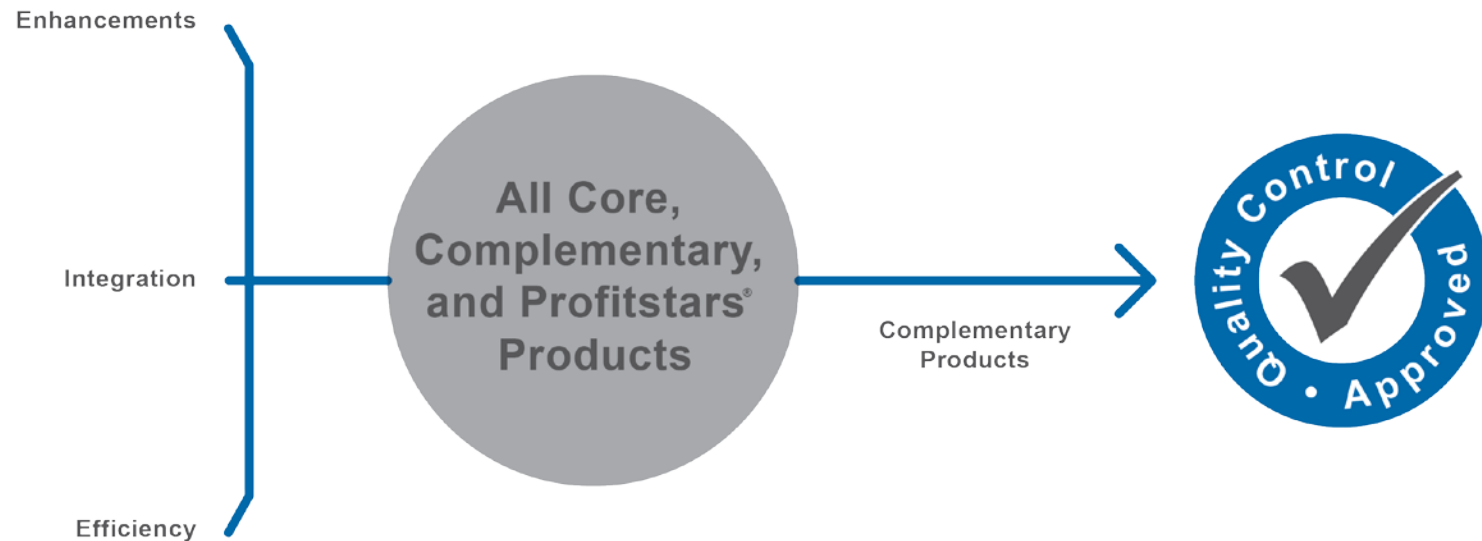
Compliance
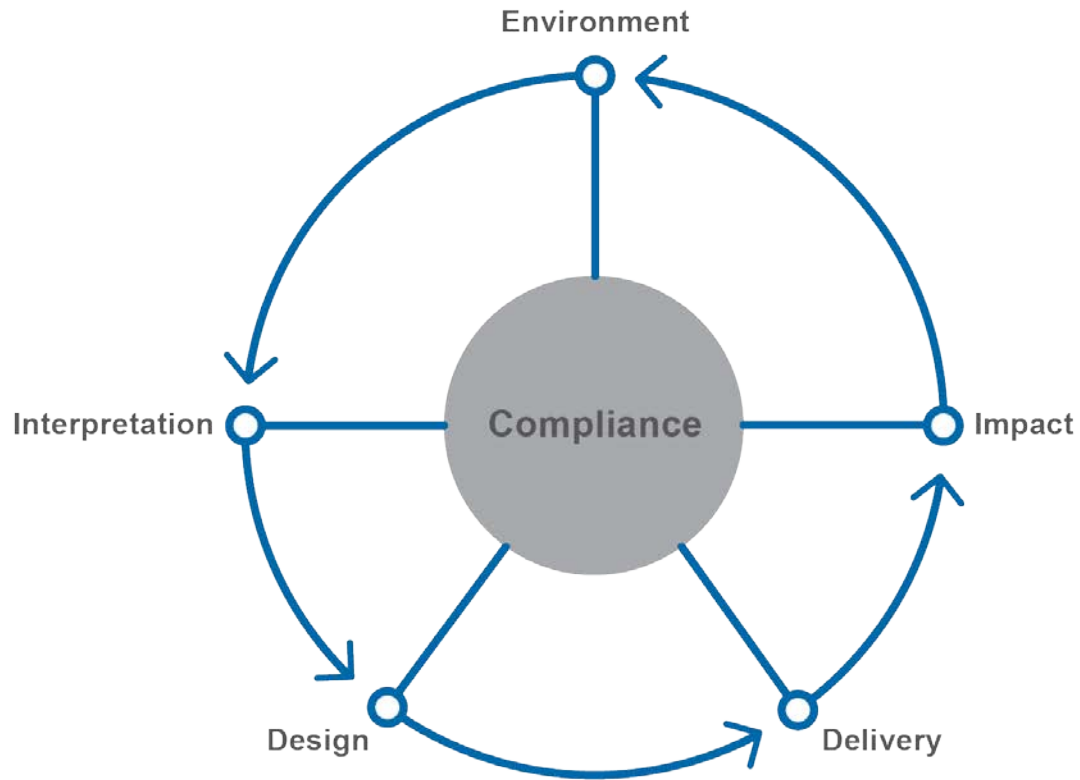
Enterprise User Xperience™

- Standardizes look & feel of disparate systems
- Not only about look & feel
  - Better Integration
  - Ease of Use
  - Consistency
  - Navigation
  - Efficiency for Users
- Intuitive
- Opportunity to create a better Xperience
- Feedback from customers

Xperience: Before and After

Xperience Project Update

- Xperience now
  - SilverLake®
  - CIF 20/20® – Adoption underway
  - Core Director ®– Adoption underway
  - Synergy Document Imaging
  - Synapsys CRM
  - OnBoard
    - Deposits in Xperience
    - Lending– Adoption underway
  - Vertex Xperience/SilverLake Teller
  - 4|sight ™
  - Enterprise Workflow

  140+ customers live

- Xperience next
  - Argo
  - Cruise®
  - iPay™
  - jhaKnow™
  - PassPort
  - ProfitStar Performance Suite

jack henry & ASSOCIATES INC.®

Project updates

- SilverLake real-time project
- PassPort.PRO replatform
- Enterprise Workflow
- jhaKnow / ARCU focus on data; analysis; insight
- AlertCenter
  - Cloud based check validation (Early Warning Systems)
- PowerOn® 'tools' for banking
  - Modern extensibility tools

Native Phone Apps - iPhone & Android

		2012				2013				2014	
Q₁	Q₂	Q₃	Q₄	Q₁	Q₂	Q₃	Q₄	Q₁	Q₂	Q₃	Q₄
	Native Phone Apps										

High performance, easy-to-use user experience

Includes all current *go*Dough® features

New features:
P2P Payments
ATM/Debit Card Management
Future-Dated Transfers
Native Push Alerts

FI-customizable functions and styling

Enterprise Mobile Development (EMD)

Consumer Focus
Apps, rich experience, less control, market demands

Mobile Framework
Set of APIs, starter set for DEV groups, device-specific controls

EMD

Enterprise Focus
Apps, HTML, rich experience, more control, companion apps

Opportunity
Re-think software, processes, etc.

jack henry
& ASSOCIATES INC.®

JHA 2014 ANALYST MEETING
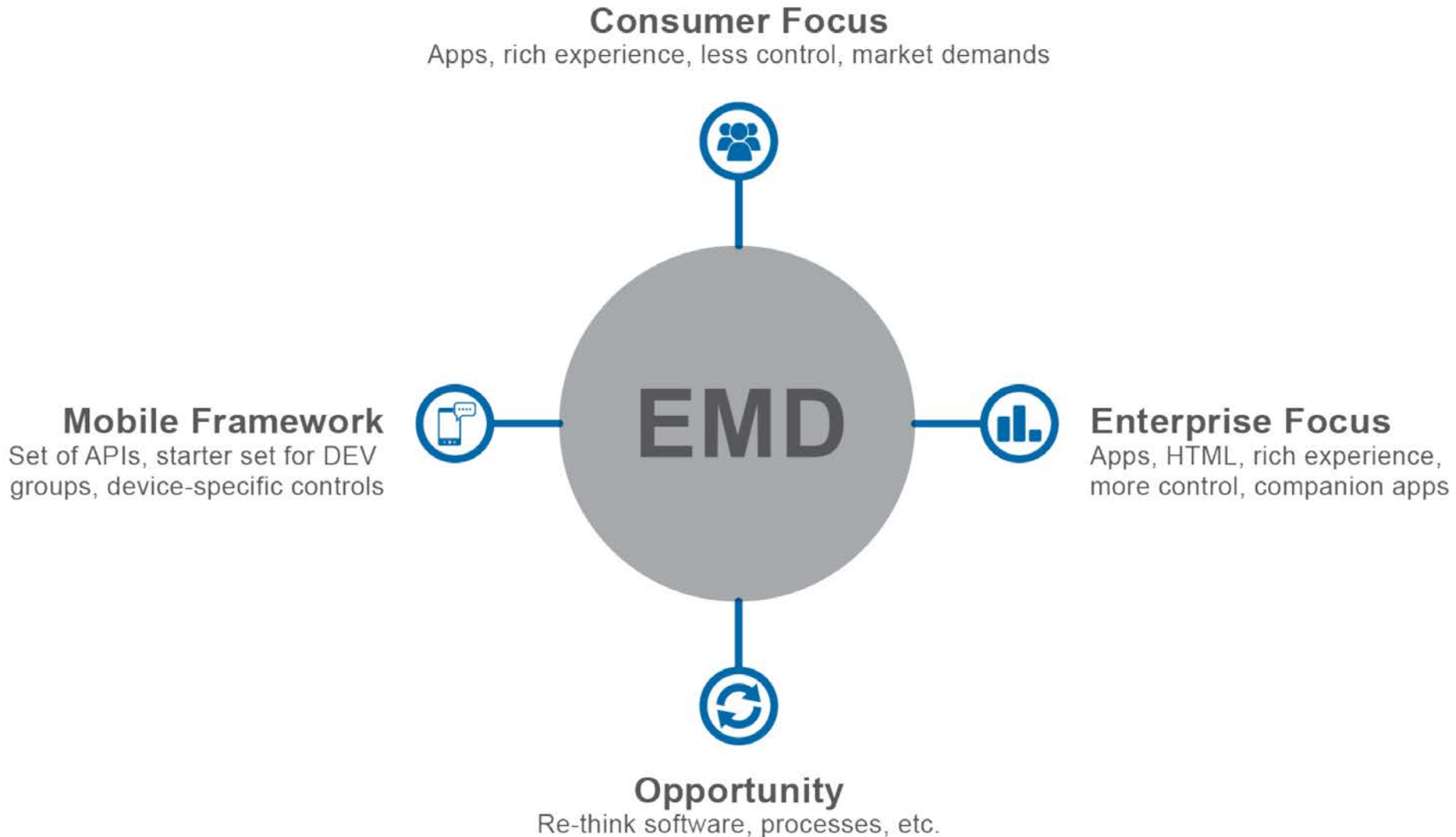
Episys® Technology Roadmap

**Evolution |Invest in the future | Protect Investment
Easy path to new Technology**

- Technology vision
- Business Services vision / strategy
    - CUFX, SymXchange, jXchange, SymConnect™
- Security vision / strategy
- Business Continuity vision / strategy
- Database vision / strategy
- Toolset vision / strategy

iPay Platform Modernization

10m+ payments per month

150+ endpoints

85+ channel integration endpoints

- Moving to modern code architecture; database structure
- Moving to EOD payment engine with improved efficiency and flexibility around cutoff options
- Target Q1 2015 to begin migration of clients to new processing platform

Performance Suite Integration

Combines three separate products into a single, modern, and integrated product suite:

Margin Maximizer (MMi),

Relationship Profitability Management™ (RPM)

Asset Liability Management (ALM)

- Completely new and updated versions of each product
- Cloud-based Architecture
  - Microsoft platform: Azure, SQL, .Net C#
  - Browser-based, single-page user interface: HTML5, JavaScript, AngularJS
- Phased Delivery Approach
  - Phase 1: MMi & RPM delivered in the second half of CY 2015
  - Phase 2: ALM delivered one year later

Recap

- Technology for the future
- Security
- Compliance
- Efficiency = Integration; Integration = Efficiency
- Mobile
- Payments
- Reliability; Performance; Scalability

Thank You

NASDAQ: **JKHY**

QUESTIONS

ProfitStars Update
David Foss
President, ProfitStars

Agenda

- ProfitStars Solution Overview
- Statistics & Financials
- Highlight a Few Solutions/Initiatives
- My Role After July 1, 2014
- Questions

ProfitStars Strategy

The ProfitStars journey began in **2003**

Our acquisitions target best-of-breed solutions

We continue to look for acquisitions that fit our strategy

ProfitStars Solution Categories Include:

Financial Performance	Retail Delivery	Imaging & Payments Processing	Information Security & Risk Management	Online & Mobile

- **iPay** – Consumer and small business electronic bill payment and P2P solution

- **Enterprise Payment Solutions** – Integrated suite of remote deposit capture, ACH and card transaction processing solutions

- **Alogent** - Image capture solutions spanning teller, branch, remote deposit and other channels, as well as back office image processing

- **Gladiator** - Managed security services and enhanced fraud monitoring for financial institutions

- **Web Design/Hosting** - Customized website creation and hosting services that give financial institutions a unique, interactive web experience

Our Most Recent Acquisition

Website Design/Hosting:
Design and develop responsive websites utilizing modern web standards.

Banno Mobile :
Decoupled mobile solution provides account aggregation, smart merchant details, branch/ATM location search, account-to-account transfers, bill pay, and remote deposit capture.

Kernel:
Responsive online advertising solution that automatically segments your online visitors and delivers tailored ads that are product specific based on their interest. The technology inside of Kernel monitors customer and new visitor interactions with your White-label products and then delivers the appropriate and relevant ad.

ProfitStars Revenue Contribution

(Includes iPay and JHA PPS)
(% of Total Revenue; in thousands)

TOTAL JKHY   ACQUIRED COMPANIES
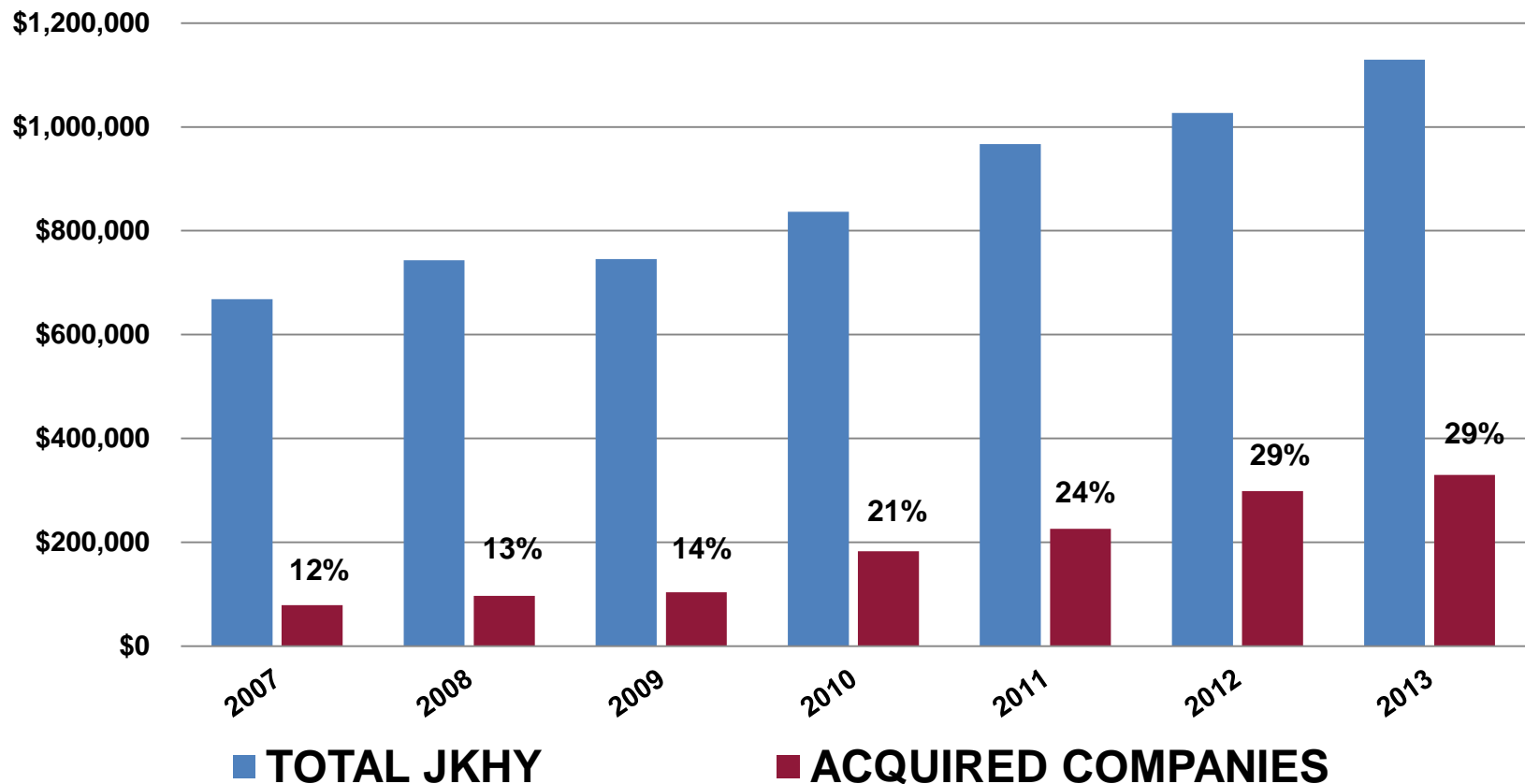
Today, ProfitStars serves

8,757 non-JHA core clients

- **Including almost 40 Tier 1 Banks**

10,791 total clients

- **Excluding RDC merchants**

Clients on **6** continents

Clients in banking, public sector, real estate, healthcare, utilities and faith-based

A Few Highlighted ProfitStars Solutions

jack henry
& ASSOCIATES INC.®

JHA 2014 ANALYST MEETING

iPay Solutions

Consumer and Business Bill Pay including P2P

- More than **2,600,000** active subscribers
- Almost **4,000** FIs including those in the install queue
- Average more than **10,300,000** payments monthly
- **99.95%** uptime
- **99.98%** payment success rate

iPay Solutions

Key Statistics for Q2 FY14 compared to Q2 FY13

	Variance %
Total Payments	8.9%
Active Subscribers	17.1%
P2P Users	11.9%
Business Subscribers	8.0%
eBill Payments	33.7%
Same Store Subscribers	14.5%
Same Store Payments	9.8%

iPay Solutions
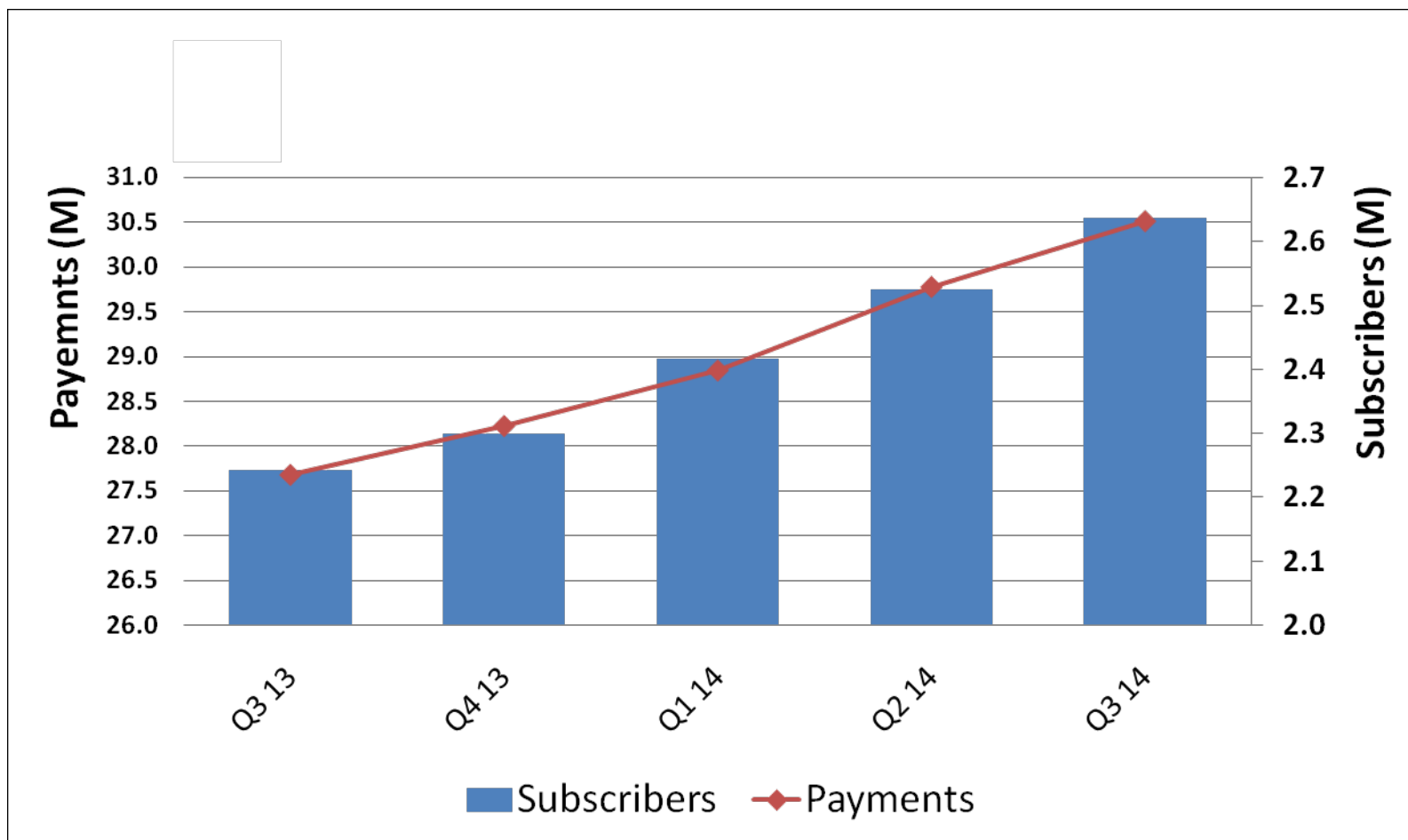
iPay Solutions

New Solutions

- **Hybrid Risk for Consumer Bill Pay**
  - New funding model where debit to subscriber's bank account posts the same date the payment is scheduled to reach the payee
  - Selected as 2013 BankNews Media Innovative Solution's winner in Best eBanking Solution Category
- **OneClick™**
  - New consumer bill pay interface
  - Also addresses screen reader accessibility for visually impaired
  - 115 FIs converted today
- **Other**
  - Recognized for 2 consecutive years as a 'Best Place to Work' in KY

jack henry
& ASSOCIATES INC.®

iPay Solutions

Full eBill Detail

- Augment existing summary bill information solution

- Subscriber will be able to view the bill and any related marketing materials via PDF - same info if sent via mail

- Targeting Q1 2015 for beta release to be available on OneClick

Enterprise Payment Solutions (EPS)

Robust Payments platform for ACH & RDC transactions:

- Number of FI's on Platform   **over 1,450**
- Number of ISO/VAR's   **over 300**
- Number of Businesses on Platform   **over 95,000**
- Number of Monthly Transactions: **over 50MM**
- Dollars Processed per month: **over $55B**
- Number of Business Locations   **over 235,000**
- Number of Mobile Deposits per Month **over 225,000**
- Number of Mobile Consumer Accts   **over 700,000**
- Number of FI's Using Mobile   **over 400**

Enterprise Payment Solutions
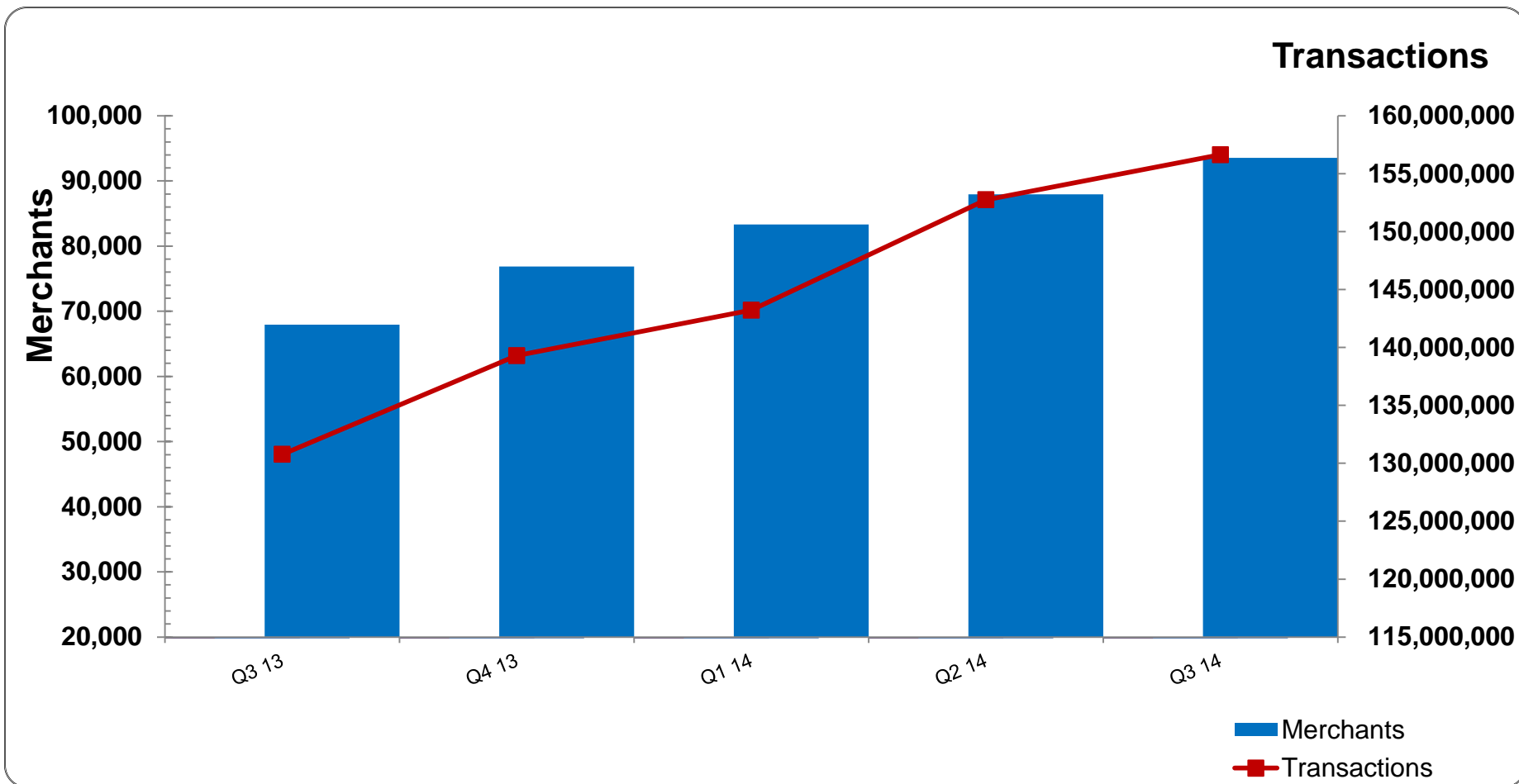
Enterprise Payment Solutions

New Solutions

- EPS SmartSight released as a real time risk portal in October 2013 to further enhance the FI's ability to monitor businesses and make decisions prior to processing transactions. Already 100 FIs contracted.

- Mobile Deposit for traditional RDC Merchants (as opposed to Consumers) released in October 2013.

jack henry
& ASSOCIATES INC.®

Gladiator Solutions

- Provides 24x7x365 managed security services and enhanced fraud monitoring to financial institutions

- Designed to protect financial institutions from external and internal threats

- Fraud monitoring capabilities include internal employee fraud and external fraud conducted via commercial account takeover

- Online Employee and customer security education training

- Currently delivering services to 924 financial institutions

Gladiator Solutions

Enterprise Security Monitoring

- Designed to capture key security and performance activity in the core application and host systems to send to Gladiator Secure Operations Centers

- 24x7 monitoring of the information received to provide proper protection response, escalation, and reporting for the financial institution

- Generally available now for bank and credit union clients

Gladiator Solutions

CoreDefense Monitoring

Device Count Snapshot March 2014	
Servers/Firewalls	4138

ESM Fraud Prevention Trend (12 Months)	
Cash Management Compromised Accounts Detected	1811

Security Event Count w/Trend March 2014	
(Daily Average)	
Total	559,016,104
(Monthly Gross)	
Total	17,329,700,051

Gladiator Solutions

New Solutions

- Gladiator Hosted Network Solutions

  - Allows the FI to offload the ownership and management of their infrastructure

  - Eliminates CapEx for infrastructure and the future needs if infrastructure refreshes

  -

- Help Desk

  - Allows the FI to outsource end-user desktop support for a predictable monthly cost

  - Frees up IT resources to focus on strategic initiatives instead of dealing with day-to-day PC support problems

Gladiator Hosted Network Solutions

ABC Financial Institution

VPN or MPLS Node

ProfitStars

- ANALYZE

- REGULATORY BURDEN

- PURCHASE

- MANAGE & MAINTAIN

- SECURITY
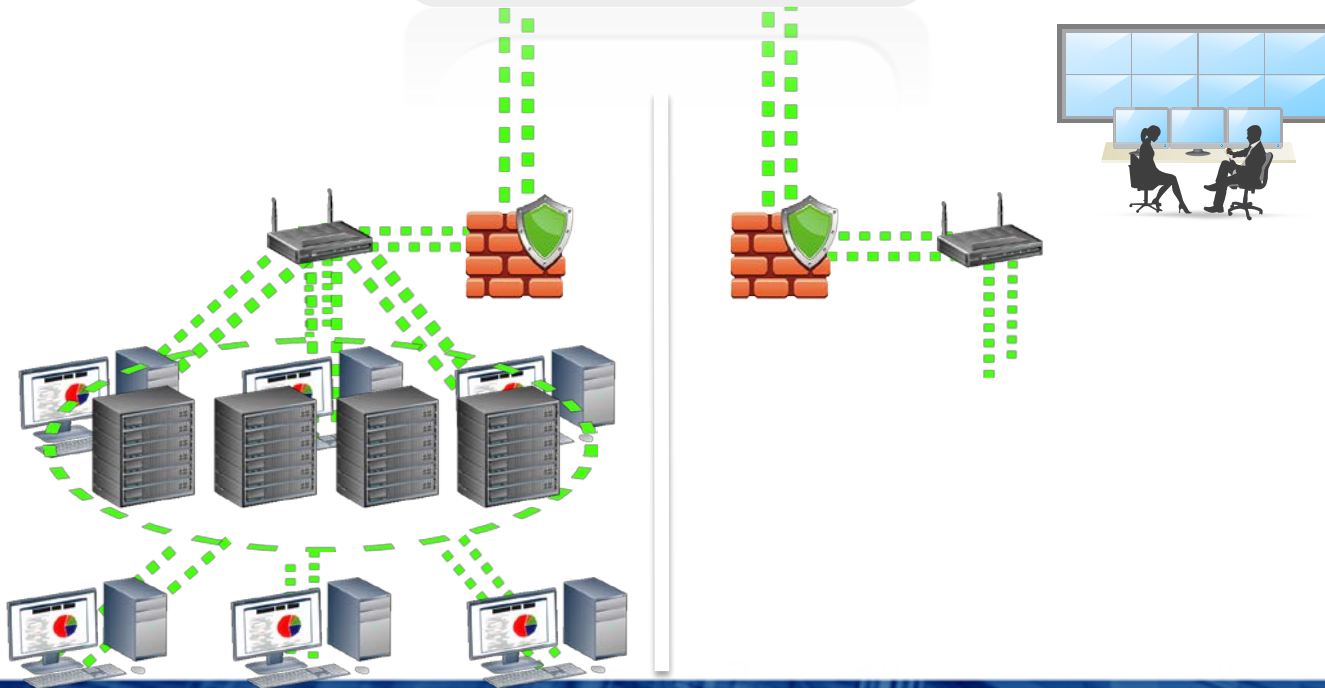
- HARDWARE REFRESH

Gladiator Hosted Network Solutions

ABC Financial Institution

VPN or MPLS Node
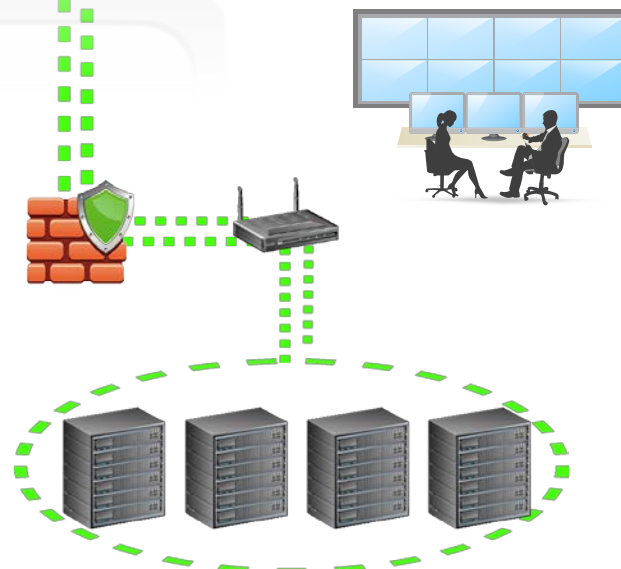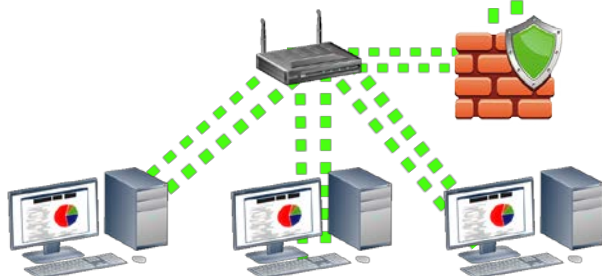
ProfitStars

- ANALYZE

- REGULATORY BURDEN

- PURCHASE

- MANAGE & MAINTAIN

- SECURITY

- HARDWARE REFRESH

ProfitStars Areas of Focus in FY15

- Banno Integration & Mobile Strategy
- iPay Enhancements Including P2P and Full Bill Detail
- Continued Expansion of our Payments Businesses
- Hosted Network Solutions Roll-out
- Continuing Process Improvement
- Overall Customer Satisfaction

ProfitStars Summary

- Diverse product set and existing client base
- Successful reseller partnerships are contributing to our performance
- Separate sales force focused on mining existing non-JHA core relationships
- Positioned to seek out and absorb additional acquired companies
- Focused on attaining high levels of customer satisfaction, consistent with Symitar/JHA

jack henry
& ASSOCIATES INC.®

Pending Management Change

- Effective July 1, 2014 Tony Wormington retires

- Dave Foss becomes President of JHA

- Organization includes Sales and Operations for:

  - ProfitStars

  - JHA Banking

A little about my background…

- Degree in Computer Science (Bus Admin/English)
- Began at NCR converting/supporting community banks
- Sales manager at ACS selling to community banks
- National Install manager at ACS/BancTec
- VP Operations at BancTec supporting Tier 1 banks
- VP of Community Banking Sales at BancTec
- President of Open Systems Group at JHA
- GM of Complementary Solutions Group at JHA
- President of ProfitStars at JHA

JHA 2014 ANALYST MEETING

Things on my radar…

- Mobile Strategy
- Payments Strategy
- Customer Service
- Process Improvement
- Continuing the ProfitStars initiative

NASDAQ: **JKHY**

QUESTIONS

Symitar / Credit Union Update
Ted Bilke
President, Symitar

Agenda

- Marketplace and market share
- Key trends
- Focus and key initiatives
- Summary

Industry Consolidation – Credit Unions

Assets	2012	2013	Change	%
0 - $49M	4,694	4,413	-281	-6.0%
50 - $99M	798	781	-17	-2.1%
100 - $500M	1,055	1,044	-11	-1.0%
500 - $999M	216	227	+11	+5.1%
1.0 – $10B	193	204	+11	+5.7%
Total	6,956	6,669	-287	-4.1%

Source: Callahan's Report published 2013

Credit Unions over $1 Billion in Assets

Callahan data adjusted for known signed deals

Company	Value
Symitar - Episys	87
Fiserv - DNA	29
Fiserv - Spectrum	20
FIS - Miser	17
Fiserv - DataSafe	15
Fiserv - XP2	13
D+H/HFS Ultradata	13
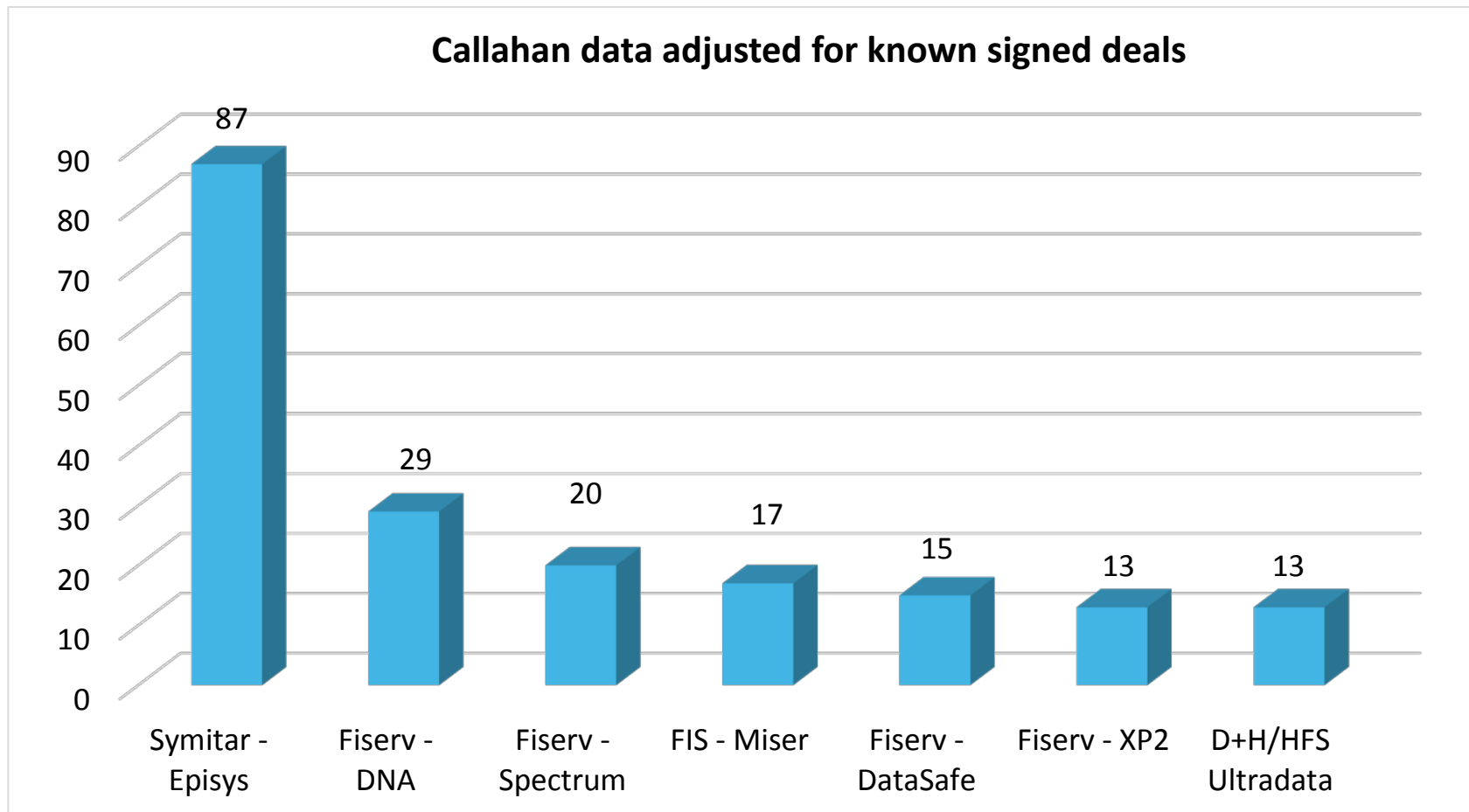
Credit Unions with $500M–1B Assets

Callahan data adjusted for known signed deals
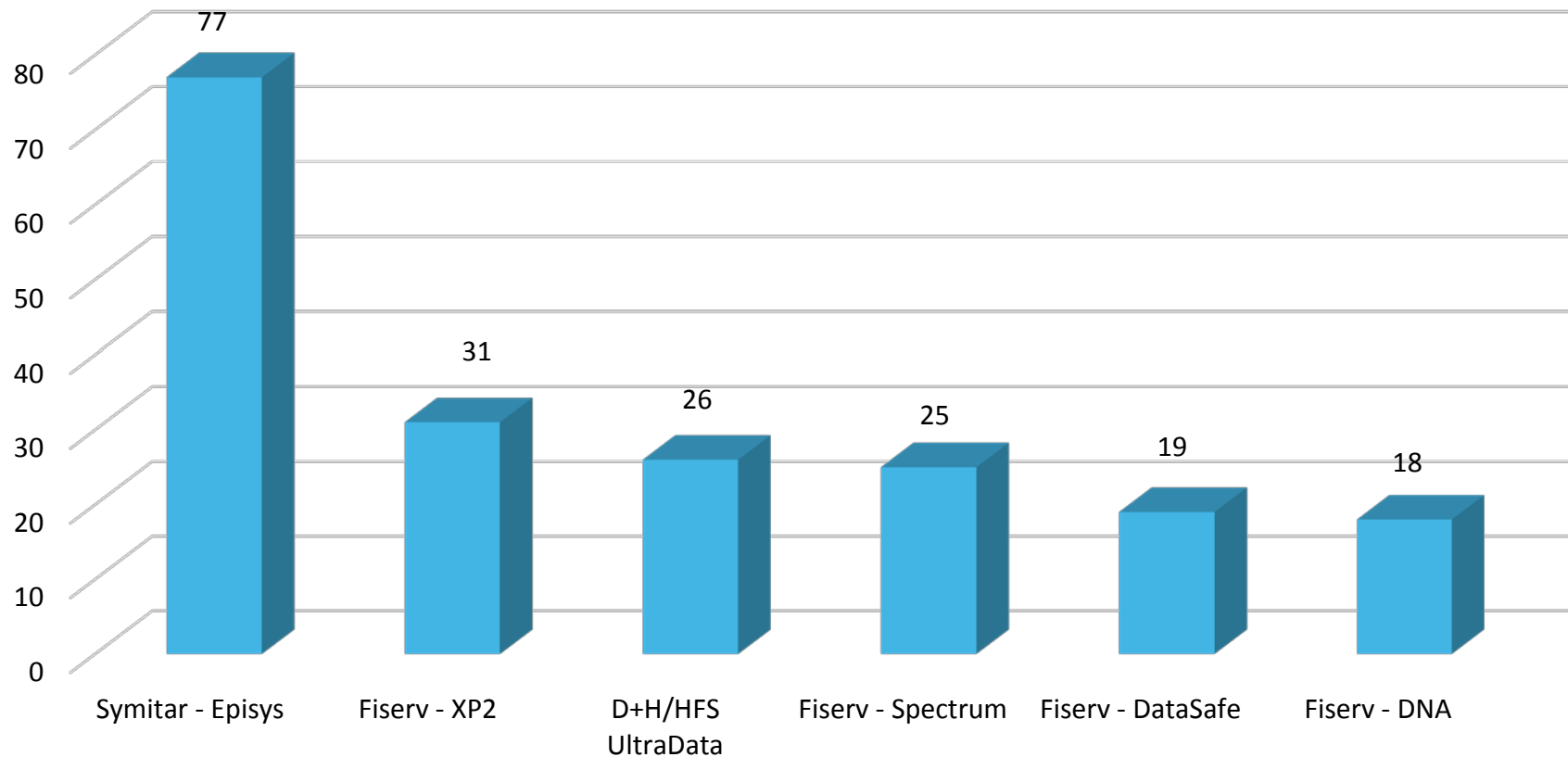
Symitar - Episys	Fiserv - XP2	D+H/HFS UltraData	Fiserv - Spectrum	Fiserv - DataSafe	Fiserv - DNA
77	31	26	25	19	18

Credit Union Platform Landscape

Callahan data adjusted for known signed deals

Platform	Value
Symitar - Episys	618
D+H/HFS UltraData	196
Fiserv - XP2	179
Fiserv - DataSafe	176
Fiserv - Spectrum	163
Fiserv - Galaxy	146
Fiserv - DNA	110
Corelation	17
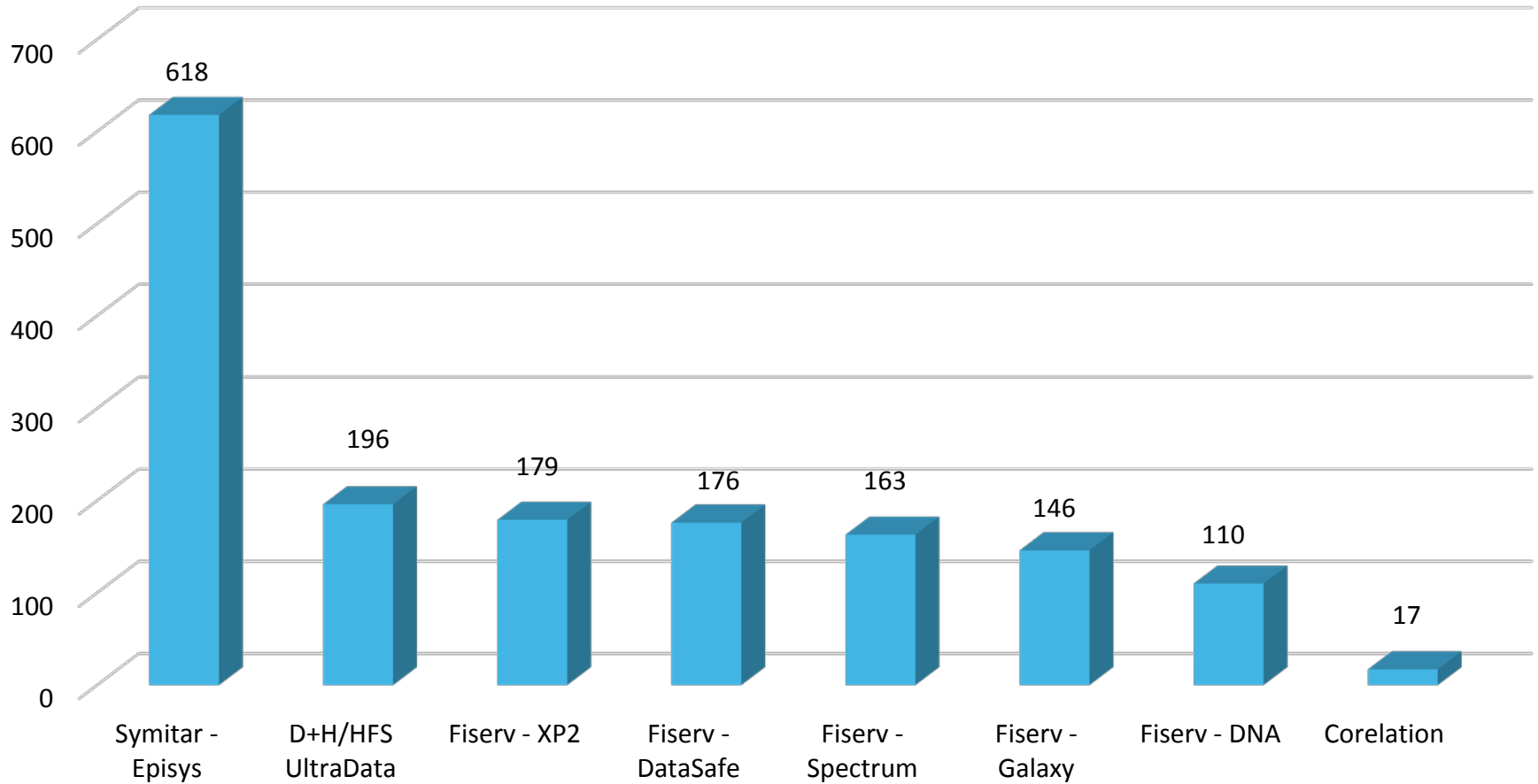
Key Trends and Initiatives

Continued Sales Success

- Record number of new core signings
- Record number of new core signings with billion-dollar asset credit unions
- Strong in-to-out deal performance
- Strong demand for add-on products & services
- Pipeline both inside and outside the base remains strong

Customer surveys – question 7

corporate target 4.5
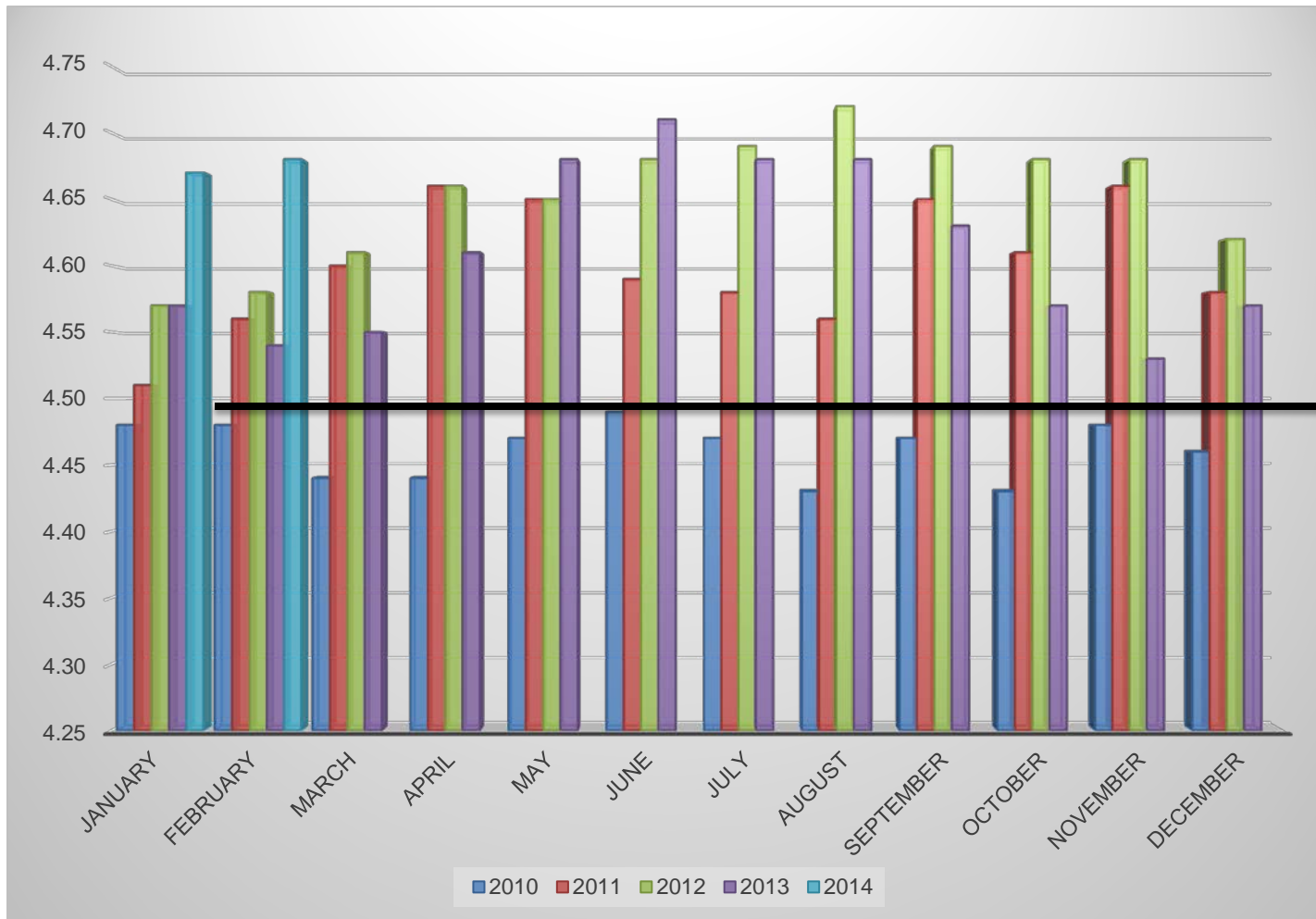
5 – far exceeds
4 – exceeds
3 – meets

Core Implementations and Migrations

- 67 major projects
  - 18 in-house conversions
  - 4 EASE (**E**pisys as **A** **S**ervic**E**) conversions
  - 7 MDT conversions
  - 3 Synergent conversions
  - 4 Major mergers
  - 20 in-house Credit Card conversions
  - 11 EASE in-to-out migrations

Focus and Key Initiatives

Symitar Direction and Focus

- Two core credit union platforms
  - Episys - best core platform in the industry
  - Cruise - solid product "in a box" for small credit unions
- Excellent technical support
- Quality implementations
- Tight integration with JHA and ProfitStars products
- Open easy integration of third-party products
- High-value new products and services
- Continued year-over-year R&D investment

Symitar Sales and Service Strategy

- Continue to win competitive takeaways at historic levels

- Relationships and add-on sales with current customers

- Help our customers achieve operations efficiency through best practices

- Bundle solutions to maximize value for our customers

- "Powered by Episys" (pick your delivery option)

- "Protect the Flank" (customer retention strategy)

Technology Vision
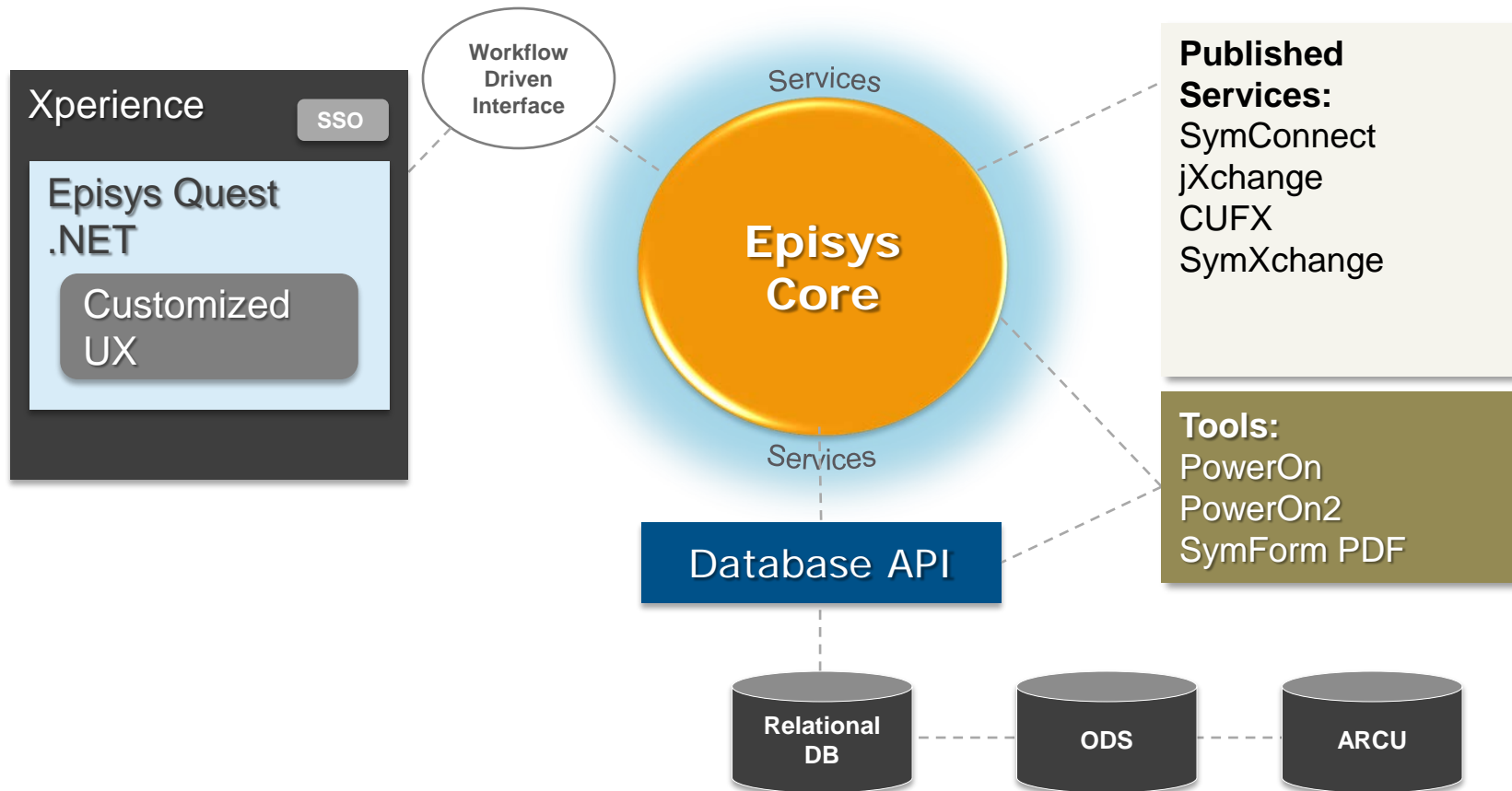
Summary

- Industry consolidation below $50 million in assets
- Winning new clients at historic rates
- High customer retention
- Continue to invest in platforms
- Continue to invest in integration
- Continue to stay focused

JHA 2014 ANALYST MEETING

NASDAQ: **JKHY**

QUESTIONS

Analyst Conference 2014
Stacey Zengel
OutLink Processing Services

About OutLink

In the outsourcing business since 1995

Allen, TX

Charlotte, NC
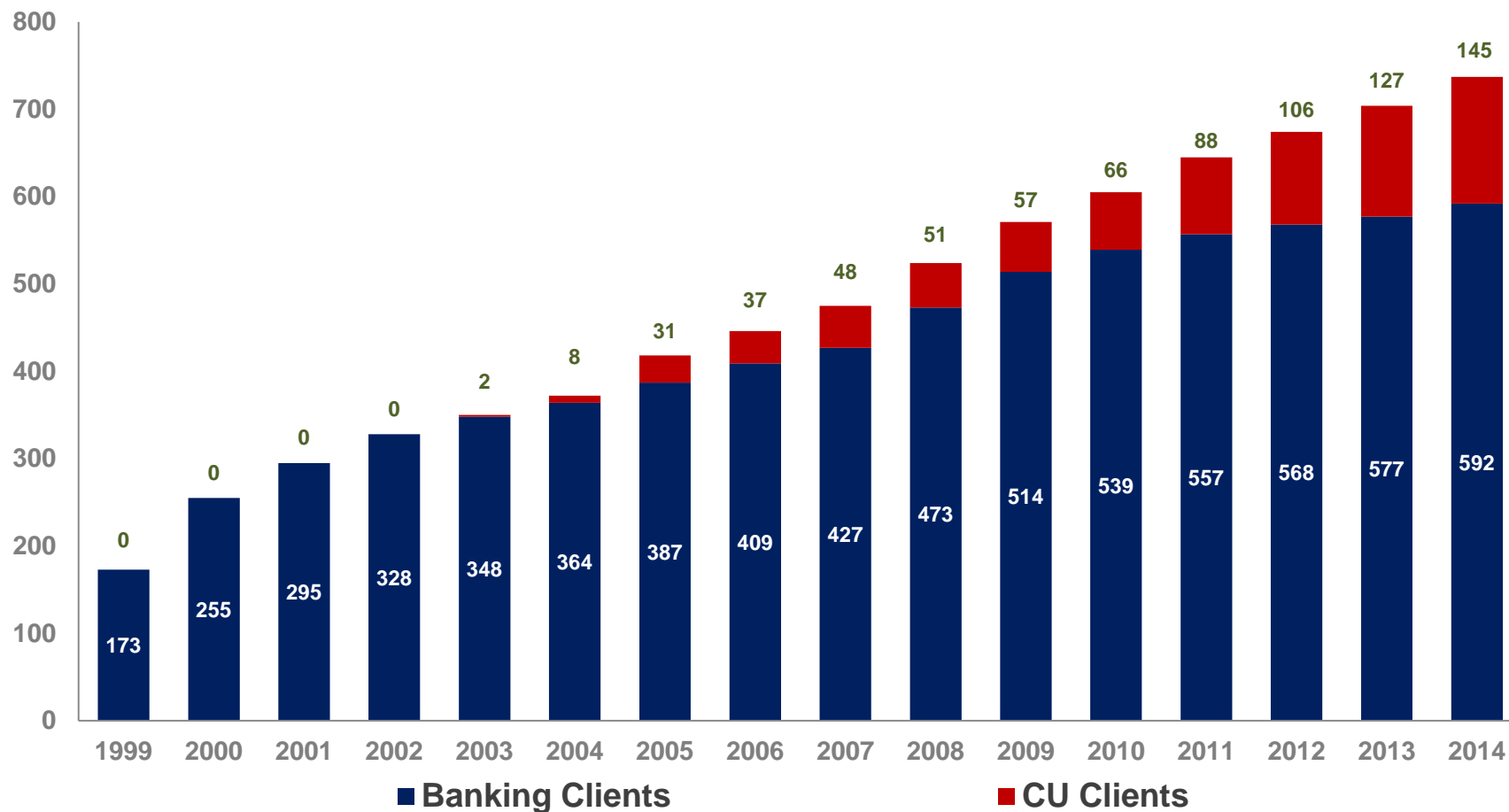

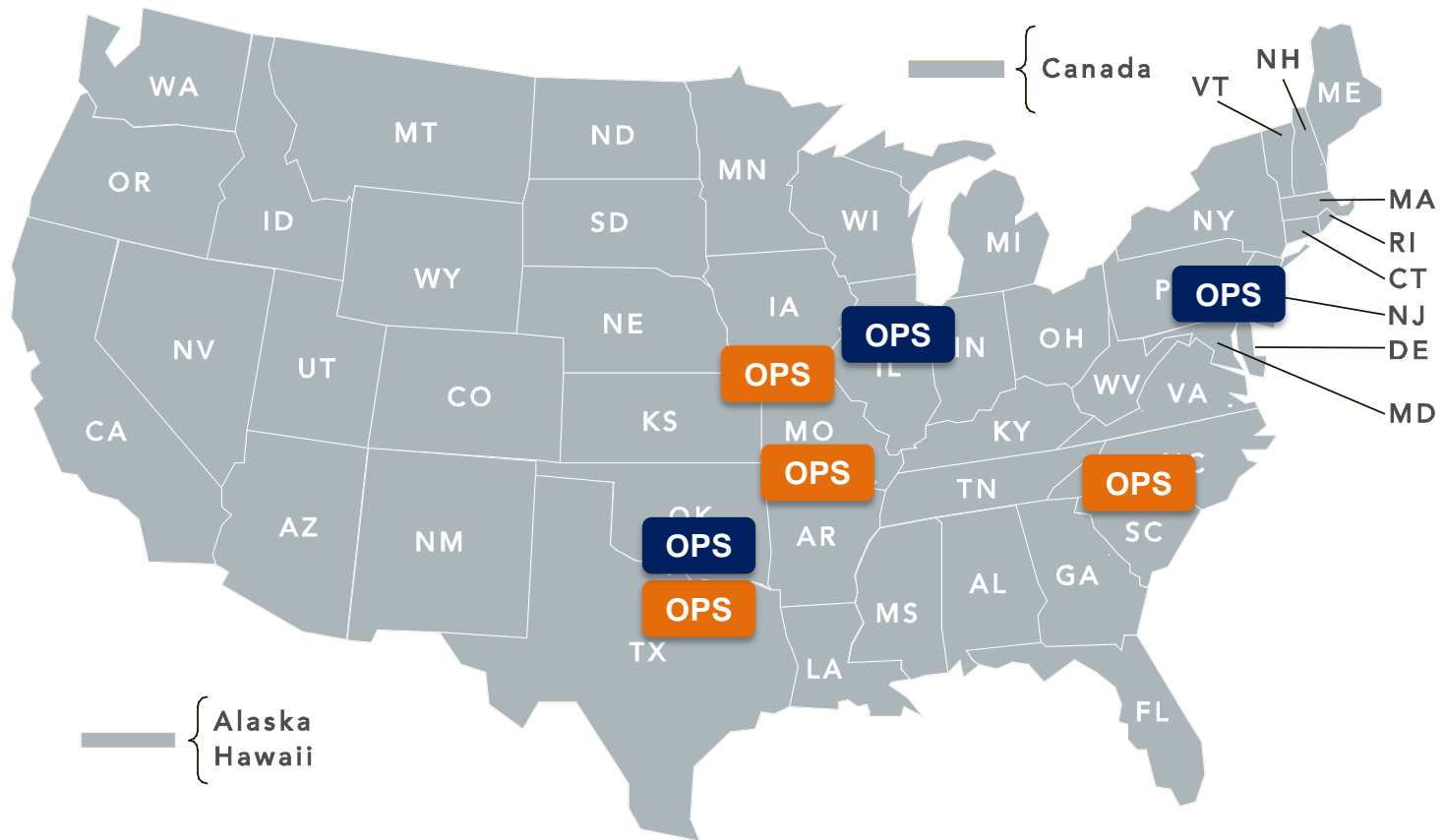Lenexa, KS

OutLink Overview

- OutLink is our outsourcing business

- We process for:
  - 737 financial institutions
    - o Represents over $241B in assets
  - 48 banks and 4 credit unions with over $1B in assets
    - .
- OutLink consists of:
  - Four core processing centers
  - Two print centers
    - Four check image keying and balancing centers
    - An Enterprise Content Management Center

OutLink Consistent Growth

Stacked bar chart showing Banking Clients (navy) and CU Clients (red) from 1999 to 2014.

Year	Banking Clients	CU Clients
1999	173	0
2000	255	0
2001	295	0
2002	328	0
2003	348	2
2004	364	8
2005	387	31
2006	409	37
2007	427	48
2008	473	51
2009	514	57
2010	539	66
2011	557	88
2012	568	106
2013	577	127
2014	592	145

■ Banking Clients   ■ CU Clients

OutLink Locations

OPS (navy) Item Processing
OPS (orange) Core and more

OutLink Overview

- OutLink is simply a different delivery method for our products.

- Our OutLink customers:
  - Have the ability to utilize the same features and products as in-house customers.
  - Receive full product support for federal regulatory changes, and for industry-driven services and features.
  - Work with the same support personnel that our in-house customers utilize.
  - Receive the same levels of superior service that define our Company.
  - Are processed on the same version our in-house banks utilize.
  - Can use a third party provider for services we do not offer.

OutLink Advantages

- We allow our customers to focus on the business of banking.

    - We provide the ability and resources to deliver technology solutions to their customers efficiently and flawlessly.
    - We manage regulatory compliance.
    - We manage disaster recovery.
    - We enable a predictable cost model for budgeting.
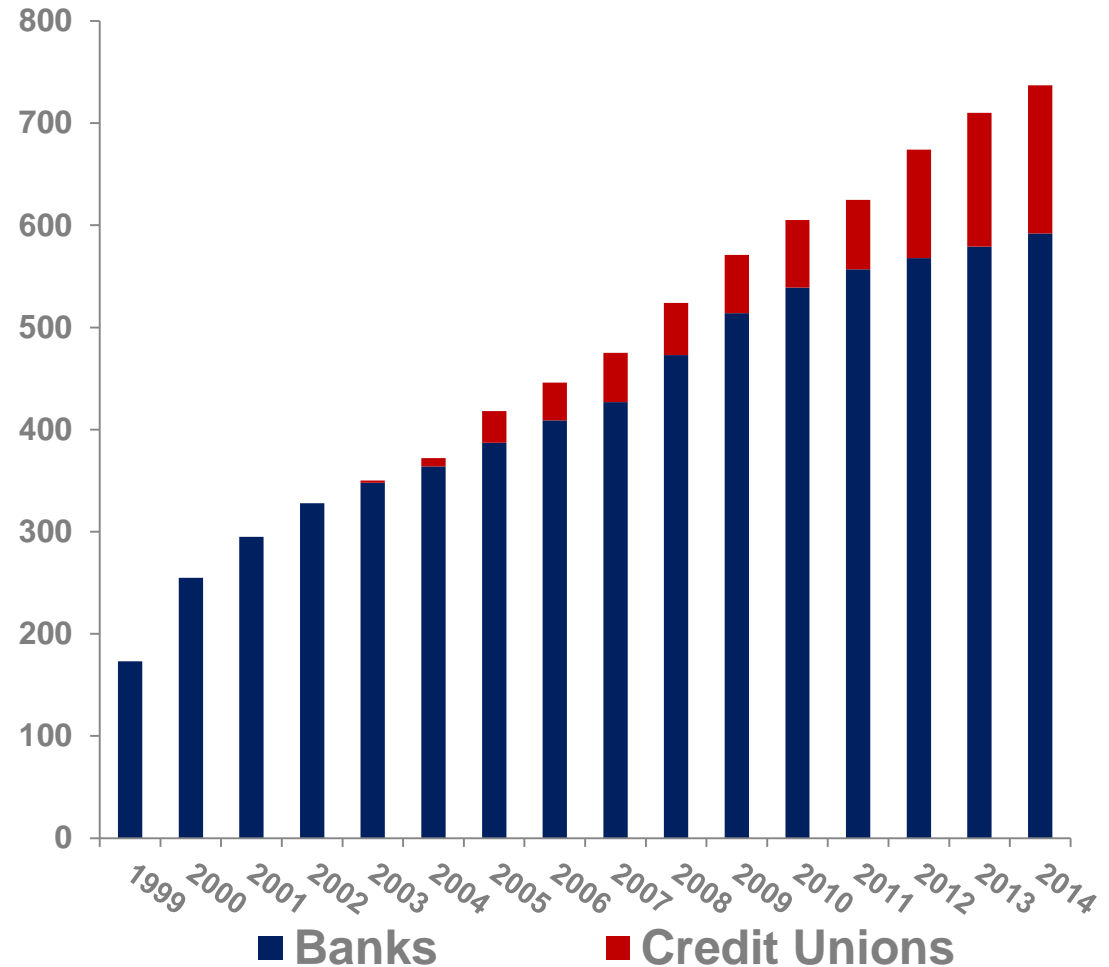   - We offer a single point of technology focus.

Why do financial institutions outsource?

Financial Institutions' comments who have moved to OutLink:

- *"Outsourcing helps us manage costs and avoid surprises…"*
- *"Outsourcing helps us do a better job of managing compliance…"*
- *"Replacing staff has become a non-event for our institution…"*
- *"We no longer worry about providing our own core disaster recovery…"*
- *"We now have much more time to focus on building our business…"*
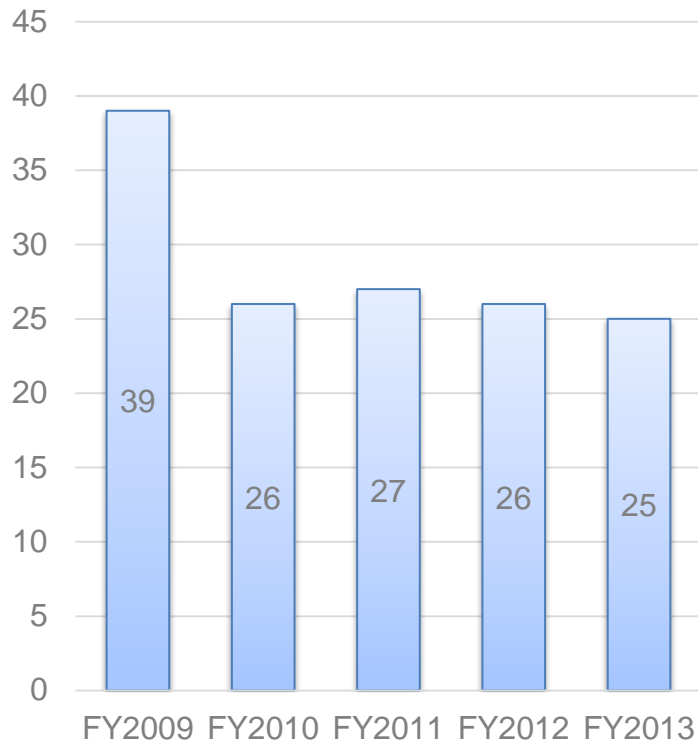
OutLink Core Data Centers

- Three Core Processing Centers
  - Allen -SilverLake
  - Charlotte - CIF 20/20
  - Lenexa
    - Core Director
    - Cruise
    - Episys

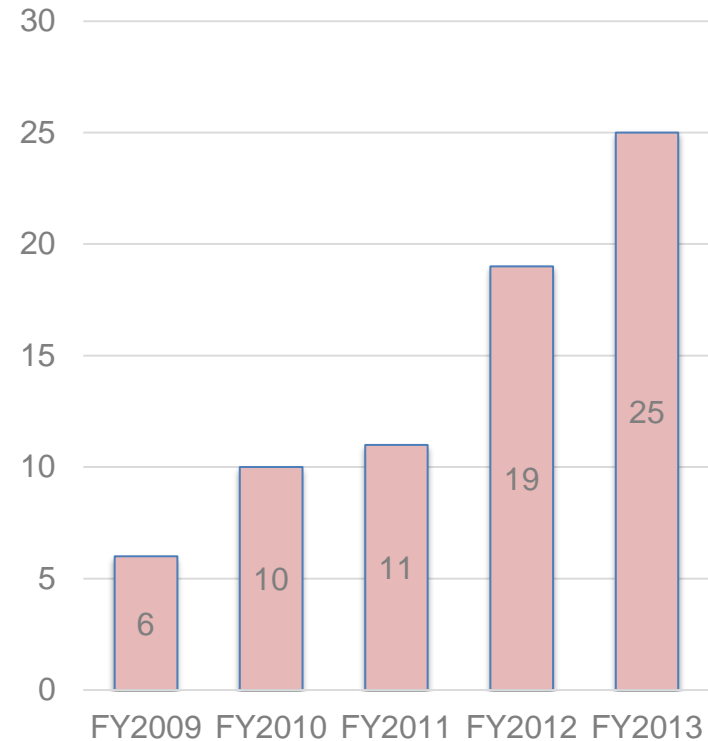- Recovery Site
  - Branson

- 737 customers live

Stacked bar chart showing Banks and Credit Unions from 1999 to 2014.

jack henry
& ASSOCIATES INC.®

"In to Out" Migrations

JH Banking

FY2009: 39
FY2010: 26
FY2011: 27
FY2012: 26
FY2013: 25

Symitar

FY2009: 6
FY2010: 10
FY2011: 11
FY2012: 19
FY2013: 25

Allen Data Center

- 8mm accounts processed nightly
- 99.9999% processing success
- Outstanding system availability – stable and consistent
- IBM iSeries Systems
- Fully protected by generator and UPS backups
- Redundant communications and power capabilities
- State-of-the-art processing environment

Allen Data Center

Core Processing Performance July 2013 - March 2014
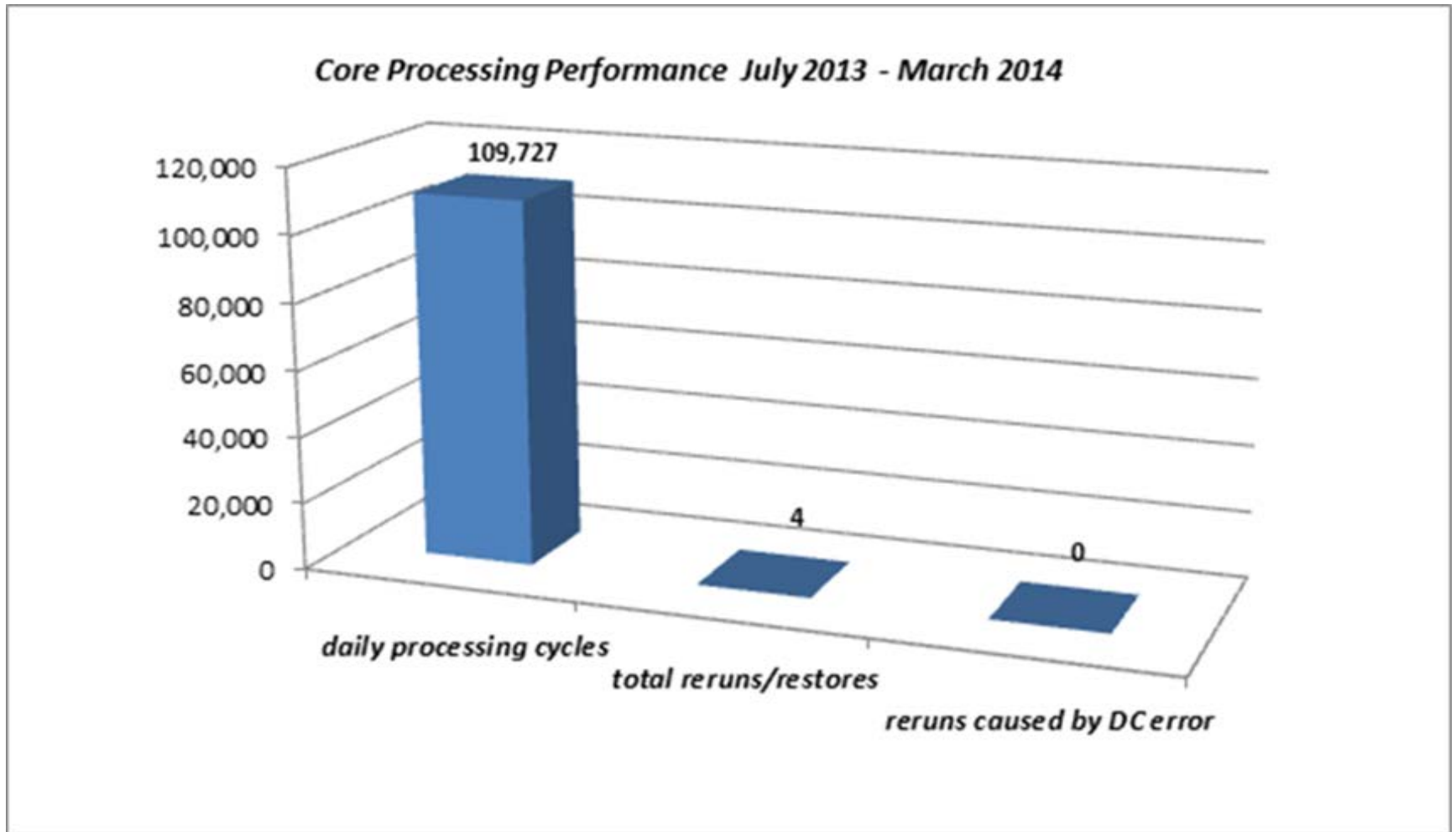
Environment Management

Performance Monitoring and Capacity Planning help us provide consistent delivery and great stability – 7x24x365

Disaster Avoidance Concepts

Disaster Avoidance Concepts

- As a Company, we <u>cannot</u> prevent a natural disaster.
- However, we can <u>greatly</u> reduce the impact felt by our customers and our Associates if a disaster does occur.
  - We utilize technology to reduce the level of human involvement within our data systems management.
  - Our technology and processes have evolved to become increasingly disaster tolerant.
  - We have invested heavily in our disaster avoidance capabilities over the past year and will continue to do so into the future. The projects below are some that were completed this fiscal year.
    - Item Processing SAN Replication Project
    - Synergy Express SAN Replication Project
    - Allen Center External SAN project

In Summary

- Our focus is on technology & resource management to gain efficiencies, synergies, and improve business continuity.

- The outsourcing movement remains a key factor to our growth.

- We will continue to focus in improving our disaster recovery infrastructure for our outsourced customers.

- The Mid-Tier market is a key area of focus for OutLink
  - SilverLake, CIF 20/20 and Episys (EASE)

- High Growth Areas:
  - Episys (EASE)
  - SilverLake
  - CIF 20/20
  - Synergy Express

NASDAQ: **JKHY**

QUESTIONS

Analyst 2014 Conference

Sales Update

Jack Henry & Associates - Sales Update

- Stan Viner – General Manager and Banking National Sales Manager

- Fran Kester - Symitar National Sales Manager

- Steve Tomson - Director of Sales, ProfitStars

- Questions at the conclusion

Go to Market strategy:

Jack Henry's focus is not on technology alone. Our ultimate ambition is to provide the expertise and the integrated business tools that financial institutions need to execute and maximize their own unique strategies. Then to assist them in using these tools to capitalize on the dynamic trends shaping the financial services industry.

Jack Henry Banking Sales
Stan Viner

General Manager &
Banking National Sales Manager

Industry & Environment

- Regulatory Climate
- Margin Compression
- Loan Growth
- Pressure on Fee Income
- M&A Activity
- Few/No Start-ups
- Competition
- Vendor Management

Market Response

- "C-Level" Churn
- Outsourcing "Everything"
- Continued Pressure on License Fees
- Efficiency Ratio
- Best of Suite
- Focus on eDelivery Channel
- Branch Footprint Changes
- Continued Charter Collapse

Focus Points

- Everything Mobile
- Payments
- Mid-Tier Space > $1B
- Competitive Replacements < $1B
- Outsourcing Trend
- Improving our Client's Efficiency Ratio/Earnings
- Consultant Communication
- ProfitStars Partnership

Symitar Sales
Fran Kester

National Sales Manager

Credit Union Environment

- Core vendor consolidation driving demand for Episys (>$50M market space)

- Merger activity has stayed consistent

- Billion dollar space still considering core changes

- Not as much change in the low assets range (<$50M in assets, Cruise market space)

Symitar

New Core Sales

- Outpacing last year's near record pace for new core signings on Episys

- Activity from multiple delivery options, in-house, outsourced and CUSO's

- Five >$1B asset credit union signings (3 was prior high)

Symitar

Add-on sales to existing customers

- Seeing strong demand for JHA complementary products:
  - NetTeller, iPay, RDC and entire home banking suite
  - PPS (ATM/Debit/Credit)
  - Synapsys (CRM, Contact Management)
  - Advanced Reporting for Credit Unions (ARCU)
- In-House to outsource migrations continue to surge
  - 100 total EASE customers
  - 50 migrations already complete

ProfitStars Sales
Steve Tomson
Director of Sales

jack henry
& ASSOCIATES INC.®

Performance Facts and Results

Strong, broad sales performance – exceeding plan

Attractive increase in year over year sales bookings

9 of the 11 sales units ahead of YTD plan

72% of field sales force is at plan YTD

YTD Distribution
Vast majority of transactions and revenue
are outside our Core
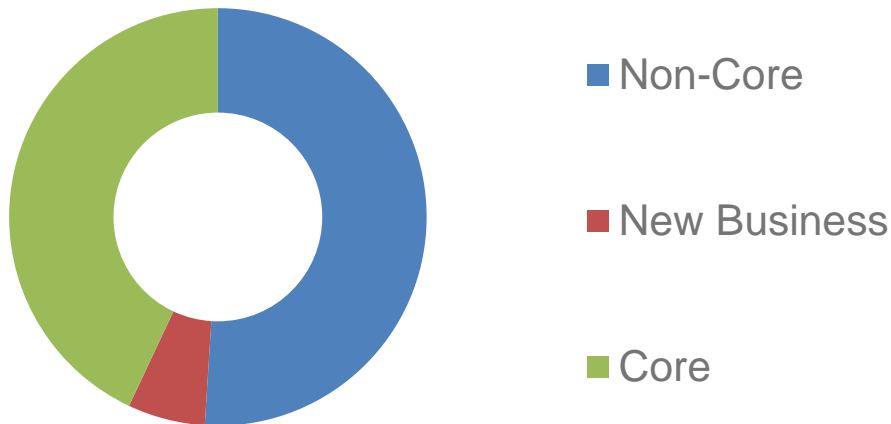
Transactions as Compared to 2013 Q3 YTD:

Transactions closed are equal

Average Transaction $ value is up significantly

- Non-Core
- New Business
- Core

Top 5 Client impacting initiatives for FY15

Continuing to Target Customers' Drivers:

1. Leveraging Mobile – Direct sales through EPS, iPay and a blended suite of all

2. Cloud based Infrastructure Management – Gladiator Hosted Network Solutions for improved customer operational efficiency, lowering risk, regulatory support

3. Tier 1 and Mid-Tier Back Office Replacement with Alogent Suite

4. International Market Place – Truncation in UK and Chile

5. Partnerships – Exploiting Banno potential to build upon even more IB distributors

Top 5 Internal Priorities for FY15

1. Retain High Quality Performers – Eliminate Subpar Players

2. Identify and Hire Exceptional Professionals in the Market Place

3. Deploy SalesForce.com to Improve Sales Efficiency, Effectiveness, Productivity

4. Cultivate the Next Generation of our Company's Sales Leadership

5. Maintain the Industry's Highest Level of Sales Integrity

NASDAQ: **JKHY**

QUESTIONS

jack henry
& ASSOCIATES INC.®

Remaining Questions?

NASDAQ: JKHY

Thank you for joining us today!

Jack Henry & Associates, Inc.
2014 ANALYST DAY