



May 10, 2017

Dover Federal Credit Union Selects Symitar's Episys Core System

-- \$465 million credit union moves to Episys for its agility, customization potential --

MONETT, Mo., May 10, 2017 /PRNewswire/ -- Jack Henry & Associates, Inc. (NASDAQ:JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its [Symitar](#)[®] division announced today that Dover Federal Credit Union has selected the [Episys](#)[®] core system for in-house processing.

Dover Federal Credit Union needed a responsive core system to better embrace evolving business models and service delivery methods. The Delaware-based credit union found Symitar's Episys to foster an agile environment for data, member service delivery, and third-party system management.

Having exposure to Episys at two prior credit unions, Travis Frey, Chief Innovation Officer, who came to Dover Federal Credit Union less than one year ago, was confident in the flexibility and scalability of the system. He stated, "Our core selection process was rooted in one word: agility. The next generation of banking is on the very near horizon, and financial institutions must shift their business models to create a branch experience around where the member needs to be. The right system has to be at the core of this change, and Symitar will help move our credit union in the right direction to support these strategies."

Frey said that his credit union's selection of Episys was due in part to the opportunity to adapt and customize the core to specific requirements via PowerOn[®]. PowerOn provides open, common programming protocols within the solution, giving Episys credit unions the freedom to create and configure workflows so the core best serves their needs. All changes are made within the structure and protection of the core system, but independent of the core code. "The core should just 'work,' not interfere with the conversation at new account opening or allow for missed opportunities."

Dover Federal Credit Union will also implement Symitar's Advanced Reporting for Credit Unions[™] for business intelligence and analytics, and Episys Data Store[™] for near real-time analysis and reporting. With these solutions in place, Dover Federal Credit Union can deliver timely reports to executives, dissect data in unexplored ways, and forecast trends with stronger decisioning capabilities.

Ted Bilke, president of Symitar, added, "As financial services evolve, it's important that the core upholds consumer expectations and supports progress toward new strategic goals. Dover Federal Credit Union understands the importance of taking steps now to allow for future changes, and we are excited that they chose Symitar for that type of support."

About Symitar

Symitar, a division of Jack Henry & Associates, Inc. (NASDAQ:JKHY), is a leading provider of integrated computer systems for credit unions of all sizes. Symitar has been selected as the primary technology partner by more than 800 credit unions, serving as a single source for integrated, enterprise-wide automation and as a single point of contact and support. Additional information is available at www.symitar.com.

About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc.[®] (NASDAQ: JKHY) is a leading provider of computer systems and electronic payment solutions primarily for financial services organizations. Its solutions serve more than 10,000 customers nationwide, and are marketed and supported through three primary brands. **Jack Henry Banking**[®] supports banks ranging from community banks to multi-billion dollar institutions with information processing solutions. **Symitar**[®] is a leading provider of information processing solutions for credit unions of all sizes. **ProfitStars**[®] provides highly specialized products and services that enable financial institutions of every asset size and charter, and diverse corporate entities to mitigate and control risks, optimize revenue and growth opportunities, and contain costs. Additional information is available at www.jackhenry.com.

Statements made in this news release that are not historical facts are forward-looking information. Actual results may differ materially from those projected in any forward-looking information. Specifically, there are a number of important factors that could cause actual results to differ materially from those anticipated by any forward-looking information. Additional

information on these and other factors, which could affect the Company's financial results, are included in its Securities and Exchange Commission (SEC) filings on Form 10-K, and potential investors should review these statements. Finally, there may be other factors not mentioned above or included in the Company's SEC filings that may cause actual results to differ materially from any forward-looking information.

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