



July 20, 2017

Central Minnesota Credit Union Deploys Workflow Automation from Jack Henry & Associates

Symitar credit union redefines operational environment with cross-departmental digital workflows

MONETT, Mo., July 20, 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 Central Minnesota Credit Union has implemented *jha*Enterprise Workflow™ to transform business operations by replacing manual processes with digital workflows.

As a fully automated workflow solution, *jha*Enterprise Workflow standardizes financial institution-defined business processes that are often unstructured and involve multiple steps, individuals, groups, and departments. Workflow automation reduced Central Minnesota CU's operational costs and risk while creating efficiencies across frontline personnel and in the back office. The credit union initially identified more than 100 workflows for its queue, with many of them now live and running several hundred times each month.

Jason MacDonald, senior vice president of IT at Central Minnesota Credit Union, said, "Implementing *jha*Enterprise Workflow gives our credit union the freedom to create an environment that works best for our employees, processes, and procedures. It has the flexibility to adapt to employees' skill sets and job responsibilities so that we can use the solution in a way that makes the most sense for us."

Central Minnesota CU is benefitting from *jha*Enterprise Workflow being completely integrated to its Episys® core system as well as Synergy Document Management™ and the Advanced Reporting for Credit Unions™ business intelligence solution. The credit union has customized workflows to enhance how these systems are used, from updating database records and running a monthly suspicious file maintenance report, to lowering or expiring credit limits and automating return mail procedures. *jha*Enterprise Workflow is even driving a restructuring of the credit union's business lending organization, whereby the solution is helping Central Minnesota CU redefine departmental communication and broaden the expertise of its loan team members.

Bryan Burrow, IT manager at Central Minnesota Credit Union, added, "Through the exercise of drawing and diagramming processes to build workflows, we uncovered redundancies and oversights in our pre-existing processes that we have now addressed through workflow. We will ultimately reveal cost savings and new productivity gains as a result."

Ted Bilke, president of Symitar, said, "With *jha*Enterprise Workflow, Central Minnesota Credit Union is building a much more dynamic operational environment that can respond to this industry's rapid rate of change. The credit union was quick to see where workflow automation would provide immediate reduction in manual processes, and is continuing to realize where this solution helps distinguish member service and bring about bottom line improvements."

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 approximately 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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