



February 23, 2017

## Rosedale Federal Savings & Loan Association Selects Jack Henry Banking's SilverLake System

### Bank moves to integrated core, adopts digital-focused platform to better serve customers

MONETT, Mo., Feb. 23, 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 [Jack Henry Banking](#)<sup>®</sup> division today announced that Rosedale Federal Savings & Loan Association has selected the [SilverLake System](#)<sup>®</sup> to provide enterprise-wide automation. The bank will implement the core processing system through [JHA OutLink Processing Services](#)<sup>™</sup> (JHA OPS), Jack Henry Banking's outsourced offering.

Baltimore, Md.-based Rosedale Federal Savings & Loan Association, with \$826 million in assets and eight branches, was in search of a technology partner that could support the institution's long-term growth goals while providing the customer experience, efficiency gains, and flexibility that it needs in today's market. After a careful and thorough selection process, Rosedale Federal found that Jack Henry Banking's SilverLake System best aligned with how it wanted to grow, serve its customers, and manage its operations.

Linda Muffoletto, executive vice president and chief operating officer at Rosedale Federal, stated, "Community is the center of what we do, and we have found that Jack Henry Banking aligns closely with our values and commitments. The company is closely collaborating with our executive team, serving as an extension of our bank. The SilverLake System will give us much tighter integration with other products and systems of our choice, providing a holistic view of our customers. This shift will not only be positive for our customers' experience, but for our employees as well. By increasing efficiencies and reducing manual processes, SilverLake empowers our employees to communicate more effectively with our customers, playing a more active role in their everyday banking needs."

Rosedale Federal also selected the SilverLake System for its superior mobile banking experience with Banno Mobile<sup>™</sup>. Muffoletto continued, "Advanced digital banking is essential to help our customers most effectively complete their everyday financial activities, from any location or device they prefer. We are excited to provide intuitive and highly functional mobile banking options that compete with even the largest banks."

The openness of the SilverLake System will enable Rosedale Federal to tightly integrate disparate systems and vendors more closely with the core. Uniting these once siloed solutions will give the bank added flexibility and greater productivity among employees. The bank will also implement [jhaCall Center](#)<sup>™</sup> to supplement its telephone customer support and better scale workloads after hours, on weekends, and in the instances of higher customer demand.

Stacey Zengel, president of Jack Henry Banking, added, "By implementing solutions that support the bank's overall strategic objectives, Rosedale Federal Savings & Loan Association will be able to provide the customer experience that is demanded in today's market. Jack Henry Banking is committed to providing open systems that focus on ease of integration with third-party solutions in order to offer a better user experience, and to equip bank employees with the necessary tools to be more productive. Rosedale Federal will be able to reap these benefits as the banking landscape grows increasingly competitive."

### About Jack Henry Banking

Jack Henry Banking, a division of Jack Henry & Associates, Inc., is a leading provider of integrated computer systems for banks ranging from de novo to multi-billion dollar institutions. Jack Henry Banking currently serves more than 1,100 banks as a single source for integrated, enterprise-wide automation and as a single point of contact and support. Additional information is available at [www.jackhenrybanking.com](http://www.jackhenrybanking.com).

### About Jack Henry & Associates, Inc.

Jack Henry & Associates, Inc.<sup>®</sup> (NASDAQ:JKHY) is a leading provider of technology solutions and payment processing services primarily for the financial services industry. Its solutions serve more than 10,000 customers nationwide, and are marketed and supported through three primary brands. **Jack Henry Banking**<sup>®</sup> supports banks ranging from community banks to multi-billion dollar institutions with information processing solutions. **Symitar**<sup>®</sup> is a leading provider of information

processing solutions for credit unions of all sizes. **ProfitStars**<sup>®</sup> 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](http://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.*

JKHY-BA

To view the original version on PR Newswire, visit:<http://www.prnewswire.com/news-releases/rosedale-federal-savings--loan-association-selects-jack-henry-bankings-silverlake-system-300412101.html>

SOURCE Jack Henry & Associates, Inc.

News Provided by Acquire Media