# Fintech Integration Network (FIN)

The Fintech Integration Network (FIN) is Jack Henry’s third-party Vendor framework crafted to streamline development and support by consolidating multiple payment platforms into a single program, contract, and entity.

* **Unified Experience:** FIN provides access to Jack Henry's extensive API spectrum for a single entry cost. This includes a shared sandbox environment where fintech companies can test and develop their integrations.
* **Customization Pathway:** For non-API integrations, FIN offers custom service agreements with Symitar, allowing fintech companies to tailor their integration solutions to meet specific requirements.
* **Concierge Service Option:** FIN offers an option for a dedicated support resource option known as a Technical Account Manager (TAM), ensuring fintech companies receive personalized assistance and support throughout their integration journey.

**Benefits of the Fintech-First Platform**

* **Flexible Support:** The FIN platform offers self-service channels, eliminating the need for legacy ticketing systems and providing fintech companies with a more efficient and user-friendly support experience.
* **Cost-Effective Integration:** FIN reduces program fees and offers scalable support options, making it a cost-effective solution for fintech companies looking to integrate with Jack Henry’s systems.
* **New Branding and Value:** Fintechs can exercise greater control over their support resources, while experiencing reductions in bureaucratic hurdles, enhancing the overall integration experience.

**Key Changes**

* **Transition to FIN:** Starting July 1, 2025, the Vendor Integration Program (VIP) will undergo a rebranding and will be known as the Fintech Integration Network (FIN). This transition aims to streamline and enhance the integration process for fintech companies. Existing VIP contracts will be renewed under the new FIN agreement by or before July 1, 2026.
* **Consolidation:** Fintech companies that currently hold multiple VIP exhibits will have the opportunity to consolidate them into a single FIN agreement. This consolidation will provide them with access to Jack Henry’s comprehensive suite of enterprise APIs, simplifying their integration process and contract maintenance.

**Why the Change?**

* **Expanded Opportunities:** The shift to FIN is designed to offer wider access to APIs at a significantly reduced cost, enabling fintech companies to leverage advanced technology and create more robust integration solutions without incurring high expenses.
* **Simplified Contracting:** By maintaining a single FIN agreement, fintech companies can avoid the complexities associated with managing multiple VIP channels and exhibits, resulting in a more streamlined and efficient contracting process.
* **Extensible Support Model:** The FIN channel will standardize the integration experience across cores, with premium support options available to cater to the diverse needs of fintech companies, ensuring they receive the level of support required for their operations.

**Finding More Information:**

* Full documentation can be found at [Jackhenry.dev](%E2%80%A2%09https%3A/jackhenry.dev/developer-programs/fintech-integration-network)
* Additional questions can be directed to:

|  |  |
| --- | --- |
| Vendor Integration Program (VIP)   |  Fintech Integration Network (FIN) |
| Features* Individual contracts for each API integration ​
* Included training and block of support hours for SymXchange VIP at a higher cost​
* Dedicated sandbox environment for SymXchange VIP​
* Support takes place through Vendor Portal ticketing system​
* Documentation provided through Sharepoint link with individual user credentials
 | Features* Single contract for access to all API's​
* Self-service support model with a lower cost of entry, and the option to add training as needed​
* Shared sandbox standard, with option for dedicated environment
* Reference documentation, code examples, public Q&A forum and monthly meetups give Vendors choices in how and where they get their support
 |
| Cost* Entry cost is approx. $25,000, then $5,000 annually
 | Cost* Entry cost is $5000 annually
* Optional add-on of $10k/month for TAM, and/or $10k/annually for dedicated sandbox
 |

# Fin Support Resources

**StackOverflow** – Public forum for Q&A, monitored by Developer Relations Team. Searchable for historical questions and answers from other Vendors

**Jack Henry.dev** – Reference Documentation for API’s and other integration information

**Developer Sandbox** – FIN channel includes a shared sandbox environment for development and testing. Dedicated environments with Quest Access are available for an additional fee.

**GitHub** – Code examples to use as reference for API integration

**Monthly Meetup** – Webinar held during office hours once a month providing an opportunity for live interaction with the Jack Henry Dev Relations Team

[**Technical Account Manager**](https://jackhenry.dev/developer-programs/tam/overview/) – ($10,000/mo.) The TAM serves as a vital point of contact, simplifying API integrations and resolving technical challenges. They provide expert guidance, analyze logs to identify issues, and coordinate with Jack Henry teams to ensure timely resolution. Available during business hours, the TAM supports seamless project management, minimizes delays, and helps Vendors maintain smooth integration processes.

**Paid Support** – Paid support services can be available in increments of 1 hour ($275), often purchased as a block of hours for comprehensive support. Jack Henry can provide case support with Service Level Agreements (SLA), including after-hours assistance. These sessions can be dedicated to solution planning or architectural consultations. Additionally, this service offers more flexibility and cost-effectiveness compared to a Technical Account Manager (TAM).

**Custom Solutions Engagements** – For integration needs beyond what is available in the API, our Custom Solutions teams can work with Vendors to design and develop a Custom Solution that covers batch and scripted integrations to the core. The cost for these efforts is based on time and materials, where the delivery timeframes will depend on the existing project pipeline for the Custom Solutions Team.