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VIP Integration FAQ

Vendor Integration Program (VIP)

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The Jack Henry Vendor Integration Program (VIP) is a comprehensive program that allows third-party vendors to work directly with Jack Henry during the process of integrating their products with the SilverLake System®, Core Director®, CIF 20/20® and Symitar® core processing solutions as well as over 40 other Jack Henry products.

This document contains Frequently Asked Questions ("FAQs") and other important information related to what Jack Henry customers can expect when exploring or preparing to utilize a third-party Vendor integration that is part of the VIP.

GENERAL FAQs

Q) What is a certified Vendor solution?

A) Although when asked if a vendor solution is certified we often say 'yes'. the term 'certified,' is not officially utilized for this program; however, we understand that others may use the term. Vendors who participate in the Vendor Integration Program (VIP) have developed an integration for their solution and have successfully completed the steps required of VIP members. The integration has been successfully tested to conform to Jack Henry integration standards and is in a live state at one or more financial institutions.

Q) Which vendors does Jack Henry recommend?

A) Membership in the VIP program is not exclusive, any vendor who wishes to join the program and meets the requirements can have their integration installed at mutual clients. Jack Henry does not review the vendor's solution functionality, nor does Jack Henry review the functions of the integration except to verify the vendors' code is making correctly formatted API calls and reacting properly to the integration method behaviors. The suitability of a particular third-party vendor's solution for your financial institution is up to your organization to review.

Q) What does a membership in the VIP mean and why is it important?

A) As a member in the VIP, Vendors have direct access to the Jack Henry specifications and a Jack Henry-managed test environment including current core software. VIP members also participate in a Vendor Readiness Test (VRT) ensure the integration is ready for FI use. Furthermore, integration issues are resolved more efficiently as we work directly with the Vendors in a productive and mutually beneficial environment, streamlining development efforts, enhancing productivity, and shortening communication channels. Most importantly, VIP membership alleviates the likelihood that your company will become "caught in the middle" of third-party vendor integration, install, and support questions.

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Q) Is the VIP program the same for all the cores and other Jack Henry solutions?

A) This document is primarily focused on the jXchange VIP program used by the three banking cores and 40 other Jack Henry solutions. Integration with Symitar involves a VIP membership for SymXchange and the program is very similar. Additionally, Symitar clients wanting their third parties integrated to Synergy, Synapsys and other Jack Henry solutions will want to make sure the vendor uses jXchange for those integrations, which SymXchange does not support.

Q) My Vendor is not a member in the VIP; what needs to happen?

A) If you have confirmed with the Jack Henry Vendor Relations team by emailing VendorQA@jackhenry.com that the Vendor is not a member in the program; you should direct your Vendor to complete the VIP Interest Form. A member of the Vendor Relations team will contact the Vendor to discuss available integration options based on their product needs.

Q) My vendor is a VIP member, but it's a different product name, is that OK?

A) Sometimes vendors change their product names, ask the Vendor Relations team. If it really is a different product, you should direct your Vendor to discuss next steps with the Vendor Relations team by having them reach out to VendorQA@jackhenry.com.

Q) What are the various Vendor integration statuses and what do they entail?

A) All statuses utilized by the Jack Henry Vendor Relations team to monitor the lifecycle of a new third-party vendor integration as part of the VIP are outlined below along with high-level descriptors of each.

- **Development –** This status indicates that the Vendor has joined the VIP and completed the onboarding process and is now developing their integration in the Jack Henry test environment before advancing to the next step in the process (see *Standard Integration Process*).
- **Install Ready –** Discussed in greater detail below; this status indicates that the integration is ready to be tested by a Jack Henry customer.
- **Installed –** This status indicates that the integration is in the early adopter lifecycle and is currently being tested by a Jack Henry customer(s).
- **Live –** This status indicates that the integration is "certified," is in successful live use, and is available for use by any Jack Henry customer who utilizes the core the integration is developed to.
- **Pending Development –** This status indicates that the Vendor has joined the VIP and completed the onboarding process and is now waiting for their project to be activated by the Jack Henry Engineers to begin development.

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Q) My Vendor is in a status of *Install Ready*; what should I know?

A) *Install Ready* indicates that the Vendor has passed all required development initiatives of their integration and is ready for install at a Jack Henry client company. Now that the integration is developed, it is ready for the early adoption lifecycle where Jack Henry customers may request that the integration be installed in their Test and Production environments for testing. Being an early adopter simply means that you are one of the first Jack Henry customers to use this new integration from your third-party vendor, that the solution is not yet in live production use at another financial institution, and that you will let Jack Henry know how it is going when we check in with you. Customers wishing to be an early adopter of the integration should first contact their Jack Henry account representative to make sure that the Enterprise Integration Solutions (EIS) Usage Billing contract is in place. Once the Usage Billing contract is in place, you will need to create a jXchange Support case for the jXchange install of the vendor solution. Please include the information below in your case:

> What is being requested (Vendor Company Name / Vendor Product Name):
> Need by Date (Minimum lead time is 30 days):
> Requesting Product:
> Environment: Financial institution names and # (and partition if applicable) that the vendor needs to be configured to
> Core:
> Additional Information: ***Customer notes that they are an Early Adopter of the solution here***

The case, once submitted, will be routed to the EIS Implementation Coordinator. The coordinator will verify the request and Usage Billing contract and add the Integration Coordinator as an Interested Party to the case. Once these items are completed, the case will be sent to the jXchange installation team, and an install date will be assigned.

Q) My vendor's solution is listed, so we are good to go, right?

A) Some third-party solutions use jXchange real time for part of their integration and may need some kind of batch feed(s) as well. Additionally, custom code may be required to fully support a vendor even where they are listed as VIP member. This is most common with ITM, Online Banking and Fraud solutions. Multiple install/support cases to different Jack Henry teams may be needed. Ask your vendor to be sure.

Q) Are project management (PM) services available?

A) Yes. There Is a service available for purchase to assist with more complicated projects. For more Information, please contact your customer relationship manager to learn more.

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Q) How long will it take to get a new vendor ready to be installed for my institution?

A) Typical start to finish of an integration can range from 2mos. to 6mos, or more. This time frame depends heavily on the speed at which the paperwork and onboarding portion can be completed, the current project workload with our Engineers, the Vendor's readiness to develop an integration, the speed with which the vendor codes to the Jack Henry integration solution and the complexity of the integration.

STANDARD INTEGRATION PROCESS

Vendor completes onboarding with VendorQA	jX Install complete; sends creds to TPV	Early Adopter Responsibilities Email is sent
Vendor codes to Jack Henry specs	Jack Henry Customer Creates Support Case for jX Install	Jack Henry Customer Tests Solution / Updates requested & provided
Vendor Passes Readiness Test	Jack Henry Customer executes Usage Billing Agreement	Jack Henry Customer completes testing and signs off on the solution
Operational Overview Call (TPV & Jack Henry)	Project/Solution updated to reflect an *Install Ready* status	Solution is now live