

SESSION LIST

Jack HenrySM Annual Conference (JAC) | Phoenix, AZ

Detailed session information (including descriptions, dates, and times) will be available upon registration, along with filter and search options.

Click the topics below to jump to the specific track you're interested in:

Attracting and Retaining Today's Modern Customer/Member

Becoming Your Best You (Soft Skills)

Digital Transformation

Enhancing Borrower Relationships

Getting the Most Out of Your Core

Maximizing Your Payments Strategy

The State of Risk, Fraud, and Security

Attracting and Retaining Today's Modern Customer/Member

Synapsys: Managing Customers & Prospects

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Kathy Smith

Lockbox Focus Group

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Danny Casey; Robert Hudecek; Ashley VanGilder

JHA Product Suites: The Power That Integration Can Add to Process Efficiencies

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Connie Hancock; Dotty Jones; Joyce Rains; Cody Williams

Securing Your Most Profitable Clients Through Metrics & Processes

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Brad Dahlman

Digital Disruption Without the Disruption

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Gary Jeter; Dale Oberkfell; Joel Thomas

Where You Live, Give & Avoid: An Introduction to the Property Management, Non-Profit & Healthcare Markets

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Danny Casey; Robert Hudecek; Ashley VanGilder

Business as a Force for Good

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Tara Brown; Gary Lewis; Kari Sowers; Demetrius Washington; Stacey Zengel

Serving the Underserved

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Tom Ogaard; Joel Thomas; Shannon Ward; Jamie Yancy

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Understanding the Customer's Journey Through Feedback

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Janet Lee; Jonathon Robert

Voice Is the Future and Your Customer Is in the Driver's Seat. Do You Know the Destination?

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Josephine Njuki

Synapsys, *jha*Enterprise Workflow & *jha*Know: Working Together

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Michael Goolsby; Vance Nall; Kathy Smith

Synapsys: Did You Know?

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Kelley Jordick; Jeanne Strutz

Customer Experience (CX): Six Competencies to Successfully Manage Your CX Program

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Charlotte Fritchie

ArgoKeys, DepositKeys & LendingKeys Automation Collaboration

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Barbara Delamar; John Faile; Kevin Lipski; Carolyn Smith; Alan Tippit

*jha*Agiletics

TRACK: Attracting and Retaining Today's Modern Customer/Member

PRESENTERS: Tiffany Jane

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Becoming Your Best You (Soft Skills)

The Power of Inclusivity

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Reggie Harris; Tom Williams

How to Lead in a Post-Pandemic World

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Brynn Ammon

Inclusive & Equitable Language at Jack Henry

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Nick Malloy; Julie Morlan; Emily Saltsgaver; Jenifer Waldrop

Finding Purpose

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Holly Novak; Jeff VanDeVelde

Onboarding in a Digital World

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Reggie Harris

Defining, Aligning & Maintaining Core Values

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Reggie Harris

Managing Life's Balance

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Tom Williams

Digital Transformation

Jack Henry's New Cloud Platform: The Enterprise Cloud

TRACK: Digital Transformation

PRESENTERS: Stephen Gilmour; Jonathan Patrick

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Synergy ECM: Synergy Town Hall Panel

TRACK: Digital Transformation

PRESENTERS: Cyndi Astle; Brian Bas; Nancy DeMattos; Butch Lavelle; Cheryl Sampson; Zachary Stevenson

Synergy ECM: The Future of Content Management & Digital Transformation

TRACK: Digital Transformation

PRESENTERS: Cyndi Astle; Brian Bas; Nancy DeMattos; Butch Lavelle; Cheryl Sampson; Zachary Stevenson

Embedded Banking vs. Embedded Fintech: Winning in the Open Banking Era

TRACK: Digital Transformation

PRESENTERS: Ben Metz; Steve Smith; Lee Wetherington

Unified Identity Service

TRACK: Digital Transformation

PRESENTERS: Matt Kerner; Chad Killingsworth

Decrypting Crypto: Unveiling the Mystery of Virtual Currencies

TRACK: Digital Transformation

PRESENTERS: Jennifer Geis; Susan Griffin; Nicole Harper; Carlos Lopez

The Banno Digital Toolkit

TRACK: Digital Transformation

PRESENTERS: Chad Killingsworth; Jaime Lopez

The Biggest Threats & the Best Solutions: Digital Identity, Fraud & Security

TRACK: Digital Transformation

PRESENTERS: Chad Killingsworth; Chris Read; Lee Wetherington

The Future of Digital at Jack Henry

TRACK: Digital Transformation

PRESENTERS: Ben Metz

How Open APIs Can Drive Your Business

TRACK: Digital Transformation

PRESENTERS: Mackenzie Kizer; Ben Metz

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ImageCenter 2021: Deep Dive Demonstration

TRACK: Digital Transformation

PRESENTERS: Nicholas Gorden

Better Serve & Monetize Small Businesses

TRACK: Digital Transformation

PRESENTERS: Derik Sutton

OpenAnywhere Demo

TRACK: Digital Transformation

PRESENTERS: Amy Aldrich; Toni Domingo

Banno Digital Platform Demo

TRACK: Digital Transformation

PRESENTERS: Joshua Jordan; Troy Stuckenberg

Branch Anywhere: Opening New Accounts for Your Customers from Anywhere

TRACK: Digital Transformation

PRESENTERS: Michelle Cornell; Barbara Delamar; Connie Hancock; Kevin Revie; Carolyn Smith

Making the Shift: Outsourcing to the Jack Henry Private Cloud

TRACK: Digital Transformation

PRESENTERS: Jonathan Baltzell

What Aren't You Using in the Digital Ecosystem?

TRACK: Digital Transformation

PRESENTERS: Lori Hymer; Kelsie Seifert; Paul Wiggins

Treasury Management: Dive Into the Latest Features & Functionality

TRACK: Digital Transformation

PRESENTERS: Lori Hymer; Danielle McCluskey

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Enhancing Borrower Relationships

What the Heck Just Happened? A Look Back at the Last Year with Jack Henry Lending

TRACK: Enhancing Borrower Relationships

PRESENTERS: Gary Lewis

Online Consumer Application: More than the Beginning

TRACK: Enhancing Borrower Relationships

PRESENTERS: Frank Tumbokon; Adam Umanoff; Kristin Zell

Single Platform Lending & So Much More!

TRACK: Enhancing Borrower Relationships

PRESENTERS: Jeff Pickett

ROI Workshop: Quantifying the Value of Lending Technology

TRACK: Enhancing Borrower Relationships

PRESENTERS: Richard Owens; Pat True

Streamline Decisioning Safely with Small Business Loans

TRACK: Enhancing Borrower Relationships

PRESENTERS: Kristin Zell

An All-Digital Marketplace for Loan Trades & Participations

TRACK: Enhancing Borrower Relationships

PRESENTERS: Alice Harmon; Tommy White

Striking the Right Balance with Lending Automation

TRACK: Enhancing Borrower Relationships

PRESENTERS: Pav Thukral

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Blended Efficiencies: Why Moving Borrowers Across the Credit Spectrum Is the Next Big Thing

TRACK: Enhancing Borrower Relationships

PRESENTERS: Kristin Zell

Future-Ready Loan Origination for Consumer & Business Borrowers

TRACK: Enhancing Borrower Relationships

PRESENTERS: Stephanie Farahmand

In Search of the Missing Link in Your Lending Operation

TRACK: Enhancing Borrower Relationships

PRESENTERS: Donna England; Ricardo Garcia; Sharon Lynde; Forrest Mennano

Leveraging the Jack Henry Loan Marketplace: A Real-World Success Story

TRACK: Enhancing Borrower Relationships

PRESENTERS: Michael Radcliffe; Tommy White

This Is Not Your Parents' Working Capital Line

TRACK: Enhancing Borrower Relationships

PRESENTERS: Ken Summar; Pat True

Tapping Lending Potential Inside the Jack Henry Ecosystem

TRACK: Enhancing Borrower Relationships

PRESENTERS: Brad Dahlman; Sarah Dyess; Scott Gleason; Kristin Zell

The New Frontier of OnBoard Loans

TRACK: Enhancing Borrower Relationships

PRESENTERS: LaDea Hutless; Richard Owens

Getting the Most Out of Your Core

Using *jha*Enterprise Workflow

TRACK: Getting the Most Out of Your Core

PRESENTERS: Casey Geist

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Xperience Framework: Case Creation & Help Center Features

TRACK: Getting the Most Out of Your Core

PRESENTERS: Rich Dunklee

Gather 'Round to Learn More About *jha*Enterprise Workflow

TRACK: Getting the Most Out of Your Core

PRESENTERS: Nicole Bonnarens

Jack Henry Wires: A Modern Approach

TRACK: Getting the Most Out of Your Core

PRESENTERS: Stephen Gilmour; Eric Hien; Jonathan Patrick

Workflow Designer: Beyond the Basics

TRACK: Getting the Most Out of Your Core

PRESENTERS: John Willis

The Importance of Embracing Smart Cloud Strategy

TRACK: Getting the Most Out of Your Core

PRESENTERS: Rob Zelinka

CIF 20/20: Ask the Deposit Expert

TRACK: Getting the Most Out of Your Core

PRESENTERS: Amy Read

What's New in Version 11.1

TRACK: Getting the Most Out of Your Core

PRESENTERS: Elizabeth Mitchell Law

Core Director: Board Reporting Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Scott Kotowicz; Jason Weaver

SilverLake OutLink Release

TRACK: Getting the Most Out of Your Core

PRESENTERS: Todd Selvey

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CIF 20/20: Ask the Loan Expert

TRACK: Getting the Most Out of Your Core

PRESENTERS: Amy Read

Core Director Loans: The New Normal

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sandi Heistermann; Jason Weaver

SilverLake: Support & Automate Rate Swap Loans

TRACK: Getting the Most Out of Your Core

PRESENTERS: Marilyn Bryan; Kristi Giles

Xperience "Help," "?" & Tips & Tricks

TRACK: Getting the Most Out of Your Core

PRESENTERS: Reggie Harris

Core Director Release 2021

TRACK: Getting the Most Out of Your Core

PRESENTERS: Rachel Nichols

jhaCall Center

TRACK: Getting the Most Out of Your Core

PRESENTERS: Debra Neal

JHA Treasury Management

TRACK: Getting the Most Out of Your Core

PRESENTERS: Heather Gordon; Jamie Jones

CIF 20/20 to SilverLake

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sarah Dyess; Tiffany Jane; Jamie Jones

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Migrating Your Core from In-House to the Jack Henry Private Cloud

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jonathan Baltzell

Less is More: Using Templates in Global Security

TRACK: Getting the Most Out of Your Core

PRESENTERS: Reggie Harris

Workflow Planning & Design: Improving Process Efficiency by Leveraging Jack Henry's Process Automation Tools

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jeri Homler; Adam Keefer

A Fresh Look at Optimizing Your System Setup

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kevin Revie

Core Director: General Ledger

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sandi Heistermann; Jason Weaver

SilverLake In-House Release

TRACK: Getting the Most Out of Your Core

PRESENTERS: Todd Selvey

Understanding NSF/OD Functionality

TRACK: Getting the Most Out of Your Core

PRESENTERS: John England; Heather Logan

Core Director: IRA

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sandi Heistermann; Rachel Nichols

CIF 20/20: Using the FASB 91 Module

TRACK: Getting the Most Out of Your Core

PRESENTERS: Amy Read

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Core Director Hot Topics

TRACK: Getting the Most Out of Your Core

PRESENTERS: Scott Kotowicz; Jason Weaver

Teller Hot Topics

TRACK: Getting the Most Out of Your Core

PRESENTERS: Robert O'Neal

How Do I Make the Screen Speak My Lingo?

TRACK: Getting the Most Out of Your Core

PRESENTERS: Reggie Harris

SilverLake SOFR: Secured Overnight Financing Rate

TRACK: Getting the Most Out of Your Core

PRESENTERS: Marilyn Bryan; Kristi Giles

Core Director Daily Reports: What Are You Reviewing?

TRACK: Getting the Most Out of Your Core

PRESENTERS: Scott Kotowicz; Jason Weaver

Relationship 360

TRACK: Getting the Most Out of Your Core

PRESENTERS: Taylor Dolence

Branch Anywhere

TRACK: Getting the Most Out of Your Core

PRESENTERS: Tom Lloyd

jhaEnterprise Workflow

TRACK: Getting the Most Out of Your Core

PRESENTERS: Scott Gleason

Understanding NSF Functionality

TRACK: Getting the Most Out of Your Core

PRESENTERS: John England; Heather Logan

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Rates, Rates, Rates! They Are Everywhere!

TRACK: Getting the Most Out of Your Core

PRESENTERS: Shannon Street

jhaData Insights Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Michael Goolsby; Elizabeth Mitchell Law; Quinton Roberts

jhaCall Center Software Advisory Group Breakout Session

TRACK: Getting the Most Out of Your Core

PRESENTERS: Brandon Andrews; Teresa Given; Connie Hancock; Justin Harper; Tiffany Haynes; Nathan Washam; Matt Wood

Core Director: Customizing Your UI

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sandi Heistermann; Rachel Nichols

SilverLake System 2021 End of Year Overview

TRACK: Getting the Most Out of Your Core

PRESENTERS: Heather Logan

SilverLake Multi-Level Lending: Phase 3

TRACK: Getting the Most Out of Your Core

PRESENTERS: Marilyn Bryan; Kristi Giles

Data Marts & Financial Reporting with jhaData Insights

TRACK: Getting the Most Out of Your Core

PRESENTERS: Elizabeth Mitchell Law

Improving the Efficiency of Your Core Banking Processes Is as Easy as 1, 2, 3!

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jodi Cooper; Dotty Jones

What's New in OutLink

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jonathan Baltzell; Mike Greff; Darrell Jones

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Navigating Teller & Teller Capture Transactions

TRACK: Getting the Most Out of Your Core

PRESENTERS: Robert O'Neal

Cognos Cardinality Crash Course: Working with Joins in Cognos

TRACK: Getting the Most Out of Your Core

PRESENTERS: Elizabeth Mitchell Law

OnBoard Deposits

TRACK: Getting the Most Out of Your Core

PRESENTERS: Natalie Pope

jhaData Insights

TRACK: Getting the Most Out of Your Core

PRESENTERS: Heather Gordon

CIF 20/20 Strategic Direction

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jonathan Baltzell; Susan Geis; Tammy Humphrey; Kevin Sligar

SilverLake Hot Topics

TRACK: Getting the Most Out of Your Core

PRESENTERS: Shannon Street

R is for Robbery: A Whodunit Mystery for the Ages

TRACK: Getting the Most Out of Your Core

PRESENTERS: Marilyn Bryan; Melissa Pricey; Patricial Widlund

Core Director Roadmap & Strategic Direction

TRACK: Getting the Most Out of Your Core

PRESENTERS: Clint Rader

SilverLake: Automating File Transmissions To & From Corporate Customers

TRACK: Getting the Most Out of Your Core

PRESENTERS: John England; Heather Logan

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Cognos Core Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Elizabeth Mitchell Law; Quinton Roberts

Xperience Tune Up

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jeri Homler; Adam Keefer; Sonya Knudtson

SilverLake Strategic Direction

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jonathan Baltzell; Susan Geis; Tammy Humphrey; Kevin Sligar

System Help: Look for the Helpers - CIF 20/20

TRACK: Getting the Most Out of Your Core

PRESENTERS: Amy Read

Leveraging Extraco Consulting to Drive Relationship 360 Results

TRACK: Getting the Most Out of Your Core

PRESENTERS: Lindsay Green

CIF 20/20 2021 End of Year Overview

TRACK: Getting the Most Out of Your Core

PRESENTERS: Heather Logan

Understanding Teller Roles, Policies & Users

TRACK: Getting the Most Out of Your Core

PRESENTERS: Robert O'Neal

All Aboard for Tips to Enhance Your Account Opening Experience

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kevin Revie

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Maximizing Your Payments Strategy

Calling All Card Issuers: Are You Prepared for BIN Expansion?

TRACK: Maximizing Your Payments Strategy

PRESENTERS: AJ Hermann

EPS: Insights into SmartPay & Ensenta Integration Plans

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Jennie Ebbing; Michelle Miller

Jack Henry Resource Center Demo

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Pam Cook

The Battle Against Card Fraud

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Keri Crane; Jay Dubina

Debunking the Top Zelle Myths

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Al Ko

EPS: Mitigating Mobile Deposit Fraud with SmartPay Solutions

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Cindy Bellar

Jack Henry Digital & Payments Roadmap

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Elspeth Bloodgood; Catherine Elstner; Matt Kerner; Kevin Moland; Jennifer Roth; David Schmiedeler

CPS: JHA Card Analytics

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Keith Shipman

EPS: SmartPay & Ensenta Product Roadmaps

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Cindy Bellar; Sharon Trujillo

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JHA Card Analytics: Interchange & Your Portfolio Profitability

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Jason Palmer; Marne Schafersman

Dessert or Desert? Delicious Card Programs Keep You Distant from the Desert of Despair

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Cindy Estes; Rachel Swank

Bill Pay Recharged: How Financial Institutions Can Exceed Rising Customer Demands

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Robert Hewlett; Jennifer Roth

RemitPlus Express: The Cadence of Payments

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Danny Casey; Robert Hudecek; Ashley VanGilder

Reinvigorate ROI with Premier Merchant Solutions Program Management

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Genevieve Dozier; Ashley Noland

Payments Platform Modernization: What Banks & Credit Unions Need to Compete

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Elspeth Bloodgood; Keri Crane; Tede Forman; Jennifer Geis; Rusiru Gunasena; Kevin Moland; Bill Phillips; Jennifer Roth; David Schmiedeler; Phil Tollison

EPS: Mitigating Mobile Deposit Fraud with Ensenta Solutions

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Dustin Lucito

CPS Business Update

TRACK: Maximizing Your Payments Strategy

PRESENTERS: David Schmiedeler

What You Need to Know About Real-Time Gross Settlement Systems

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Sergio Aguilar; Elspeth Bloodgood

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Adding Value to the Zelle Network: A Walk Through Network Mandates

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Elspeth Bloodgood; Monica Clark

The State of Risk, Fraud, and Security

Why Credit Risk Models Degrade Over Time

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Jerry Boebel

Risk, Security & GRC: Fundamentals to Avoid Audit Findings

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Viviana Campanaro; Tom Williams

Safer. Smarter. Together. – Cyber Prepared

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Yonesy Núñez

Financial Crimes Solutions Update: Fraudsters Have Been Busy, So Have We

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: John Wood

Cloud Resiliency: Avoiding a Storm

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Nick Shirk

ProfitStars Financial Performance Suite Demo

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Kerri Rayer

Unmasking Trends in Financial Crimes: The Changing Faces of Fraudsters & Money-Launderers

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Rene Perez

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Stranger Things in Cybersecurity

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Allen Eaves

Cyber Security: What You Missed During the Pandemic

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Jim Stickley

Current Trends in Risk Management

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Dennis Gorges; Charlie Wright

Managing Continuity Risk in the "New Normal"

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Aaron Miller

AlertCenter with Teller Capture & 4|sight

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Jennifer Dundon

AlertCenter

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Vince Racca