

SESSION LIST

Symitar® Educational Conference (SEC) | 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, jhaEnterprise Workflow & jhaKnow: Working Together

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

PRESENTERS: Vance Nall

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

Prepared for Your Member: Proactive vs. Reactive Banking

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

PRESENTERS: Meg Bannister; Brendan Conrad; Kristin Travis

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

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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

Communicating with Style

TRACK: Becoming Your Best You (Soft Skills)

PRESENTERS: Kristin Halvin

Digital Transformation

Jack Henry's New Cloud Platform: The Enterprise Cloud

TRACK: Digital Transformation

PRESENTERS: Stephen Gilmour; Jonathan Patrick

Synergy ECM: Synergy Town Hall Panel

TRACK: Digital Transformation

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

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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

ImageCenter 2021: Deep Dive Demonstration

TRACK: Digital Transformation

PRESENTERS: Nicholas Gorden

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Better Serve & Monetize Small Businesses

TRACK: Digital Transformation

PRESENTERS: Derik Sutton

Banno Digital Platform Demo

TRACK: Digital Transformation

PRESENTERS: Chris Caufield; Kristie Peterson

Migrating from SymForm PDF to Episys PowerFrame Docs

TRACK: Digital Transformation

PRESENTERS: Ranada Johnson; Michael Sharples

Using PowerOn to Extend the Banno User Interface

TRACK: Digital Transformation

PRESENTERS: James Burke-Frazier; Jaime Lopez; Christina Simms

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

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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

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

Member Business Lending After "The Year That Was"

TRACK: Enhancing Borrower Relationships

PRESENTERS: Brynn Ammon; Kristin Zell

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How to Get Buy-In & Adoption When Using Technology in Lending

TRACK: Enhancing Borrower Relationships

PRESENTERS: Vicki Lewis

Cost-Effective Strategies to Expand Your Member Business Lending Portfolio

TRACK: Enhancing Borrower Relationships

PRESENTERS: Vicki Lewis

Tapping Lending Potential Inside the Jack Henry Ecosystem

TRACK: Enhancing Borrower Relationships

PRESENTERS: Brad Dahlman; Kyle Gaither; Kristin Zell

Getting the Most Out of Your Core

Using *jha*Enterprise Workflow

TRACK: Getting the Most Out of Your Core

PRESENTERS: Nicole Bonnarens

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: Casey Geist

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

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PowerOn Programming: A Bigger Bang

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kristie Allen; Scott Neitzel

Episys System Admin Training: Is It Right for You?

TRACK: Getting the Most Out of Your Core

PRESENTERS: Emily Clason; Frank Lopez

Episys Roundtable: Automation Tools

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kail Neuman; Lyn Pagsoligan

Episys Cards Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Cody Duncan; Leslie Kilroy; Richard Pounds

Episys Coming Attractions

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kelly Berends

ARCU & EDS Enhancements

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jason Blake; Dave McNeill

Episys Infrastructure Update

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kurt Havemann

ACH Refresh Benefits

TRACK: Getting the Most Out of Your Core

PRESENTERS: Emily Clason; Rebecca Pournaras

The ABCs of Commercial Products: Add, Build & Continue

TRACK: Getting the Most Out of Your Core

PRESENTERS: Brian Davis; Kellie Eaton; Sharon Lynde

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Five Things Your Parents Never Told You About Jack Henry University

TRACK: Getting the Most Out of Your Core

PRESENTERS: Clint DeNure; Jane Gredvig

Episys Database & Host File Cleanup

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jim Holden; Sharon Lynde

What to Do When Your In-House Developer Wins the Lottery

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kristie Allen

Episys Workflow Automation

TRACK: Getting the Most Out of Your Core

PRESENTERS: Sherrie Arruda

What's New with Custom Solutions & SymAdvisors

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kristie Allen; Brynn Ammon; Sharon Lynde

Accelerate Members' Savings

TRACK: Getting the Most Out of Your Core

PRESENTERS: James Burke-Frazier

Rediscover Episys Member Business Services

TRACK: Getting the Most Out of Your Core

PRESENTERS: David Beck

Branch Accounting Panel

TRACK: Getting the Most Out of Your Core

PRESENTERS: Jason Howard

Episys: Efficiency Tools

TRACK: Getting the Most Out of Your Core

PRESENTERS: Amy Fitzgerald

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Enterprise Infrastructure in a Changing World

TRACK: Getting the Most Out of Your Core

PRESENTERS: Kurt Havemann

Symitar Solutions Communication Suite: Best Practices

TRACK: Getting the Most Out of Your Core

PRESENTERS: Deva Wijewickrema

CU Build: Programming Together for a Better Future

TRACK: Getting the Most Out of Your Core

PRESENTERS: Adele Glenn; Brad Hickey

Episys Database Evolution Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Dave McNeill; John Toman

Episys: Future Directions

TRACK: Getting the Most Out of Your Core

PRESENTERS: Cody Duncan; Drew Foley; Ron Kaplan; Dave McNeill

Working with Receipts: A Refresher

TRACK: Getting the Most Out of Your Core

PRESENTERS: Brynn Ammon; Eric Parish; Sarah Williams

Symitar Solutions Communication Suite Roundtable

TRACK: Getting the Most Out of Your Core

PRESENTERS: Deva Wijewickrema

Creative Solutions

TRACK: Getting the Most Out of Your Core

PRESENTERS: Brynn Ammon

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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

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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

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

TRACK: Maximizing Your Payments Strategy

PRESENTERS: Sergio Aguilar; Elspeth Bloodgood

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

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The State of Risk, Fraud, and Security

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

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Rene Perez

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

Compliance Town Hall

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Ron Kaplan; Juliana Maneno

AlertCenter with ITC & Quest

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Jennifer Dundon

Episys Security Roadmap

TRACK: The State of Risk, Fraud, and Security

PRESENTERS: Udaya Padmanabhuni; Robert Ponsar