

SESSION LIST

Virtual Sessions

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

The Top 5 Branch & Technology Trends Shaping Banking Now

TRACK: Attracting and Retaining Today's Modern Customer/Member | SEC & JAC | Virtual Live

PRESENTERS: Richard Paige; Cody Willis

Putting CX Into Practice

TRACK: Attracting and Retaining Today's Modern Customer/Member | SEC & JAC | Virtual Live

PRESENTERS: Nicky Cookson; Jonathon Robert; Zach Stevenson

We Care About Your Customers' Peace of Mind

TRACK: Attracting and Retaining Today's Modern Customer/Member | SEC & JAC | Virtual Live

PRESENTERS: Carmen Boehme; Josephine Njuki

Increasing Consumer Consideration for Credit Unions: The Importance & How You Can Help

TRACK: Attracting and Retaining Today's Modern Customer/Member | SEC | Virtual On-Demand

PRESENTERS: Chris Lorence

4|sight Focus On Development

TRACK: Attracting and Retaining Today's Modern Customer/Member | JAC | Virtual On-Demand

PRESENTERS: Jaimi McEntire

jhaCall Center: We've Got You Covered!

TRACK: Attracting and Retaining Today's Modern Customer/Member | SEC & JAC | Virtual On-Demand

PRESENTERS: Brandon Andrews; Justin Harper; Nathan Washam; Matt Wood

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Becoming Your Best You (Soft Skills)

The Power of Inclusivity

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual Live

PRESENTERS: Reggie Harris; Tom Williams

How to Lead in a Post-Pandemic World

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual Live

PRESENTERS: Brynn Ammon; Charlotte Fritchie; Teresa Givan; Pete Major

Finding Purpose

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual Live

PRESENTERS: Holly Novak; Jeff VanDeVelde

TikTok or Tick-Tock? A Personal Story of Not Taking Time for Granted

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual On-Demand

PRESENTERS: Clay Walters

Onboarding in a Digital World

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual On-Demand

PRESENTERS: Reggie Harris

Mosaic of People Presents Cooking Soul Food with Sandra Booker

TRACK: Becoming Your Best You (Soft Skills) | SEC | Virtual On-Demand

PRESENTERS: Sanda Booker

Managing Life's Balance

TRACK: Becoming Your Best You (Soft Skills) | SEC & JAC | Virtual On-Demand

PRESENTERS: Tom Williams

Presenting with Style

TRACK: Becoming Your Best You (Soft Skills) | SEC | Virtual On-Demand

PRESENTERS: Kristin Halvin

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Digital Transformation

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

TRACK: Digital Transformation | SEC & JAC | Virtual Live

PRESENTERS: Ben Metz; Steve Smith; Lee Wetherington

Find the Fraudster: How to Identify & Prevent Digital Fraud Activity

TRACK: Digital Transformation | SEC & JAC | Virtual Live

PRESENTERS:

Open Banking & the Banno Digital Toolkit

TRACK: Digital Transformation | SEC & JAC | Virtual Live

PRESENTERS: Pete Glyman; Jaime Lopez

Treasury Management Roadmap & Year-in-Review

TRACK: Digital Transformation | JAC | Virtual On-Demand

PRESENTERS: Tony Calderone; Mark Matthews

Acquisition Data Conversion: Planning for Minimal Customer/Member Impact

TRACK: Digital Transformation | SEC & JAC | Virtual On-Demand

PRESENTERS: Jason Mayhall; Scott Russell

Branch Anywhere: Transforming your Branch Associates to Digital

TRACK: Digital Transformation | SEC & JAC | Virtual On-Demand

PRESENTERS: Phyllis Chappel; Connie Hancock; Al Suosso

ImageCenter with Episys Quest: A Focus on Integration

TRACK: Digital Transformation | SEC | Virtual On-Demand

PRESENTERS: Cesario Solarte; Patrick Will

Design for the Future, Engage for the Present

TRACK: Digital Transformation | SEC & JAC | Virtual On-Demand

PRESENTERS: Shea Hardin; Chad Jordan

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Digitize Your Loan Process with LoanVantage & Synergy ECM

TRACK: Digital Transformation | SEC & JAC | Virtual On-Demand

PRESENTERS: Nancy DeMattos

Internet Solutions: Products Year-in-Review

TRACK: Digital Transformation | JAC | Virtual On-Demand

PRESENTERS: Jessica Kenney

Enhancing Borrower Relationships

Single Platform Lending & So Much More!

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual Live

PRESENTERS: Jeff Pickett

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

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual Live

PRESENTERS: Gary Lewis

Three Approaches to Addressing Your Credit Quality Concerns

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual Live

PRESENTERS: BJ Hall; Pat True; Tommy White

Climate Policy, Risk & Agricultural Lending in the 21st Century

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual On-Demand

PRESENTERS: Jeff Pickett; Pat True

How Complementary Tools & Services Can Help You Manage Lending Risk

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual On-Demand

PRESENTERS: Dan Ayscue; Ken Summar

Time for a Tune Up with OnBoard Loans

TRACK: Enhancing Borrower Relationships | JAC | Virtual On-Demand

PRESENTERS: LaDea Hutfless

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Digitizing Lending Processes, Not Relationships

TRACK: Enhancing Borrower Relationships | SEC | Virtual On-Demand

PRESENTERS: Vicki Lewis

This Is Not Your Parents' Working Capital Line

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual On-Demand

PRESENTERS: Ken Summar; Pat True

Harness the Power of ArgoKeys to Drive Digital Solutions

TRACK: Enhancing Borrower Relationships | JAC | Virtual On-Demand

PRESENTERS: Barbara Delamar; John Faile; Kevin Judkins

Do Your Revolving Credit Facilities Need Better Controls?

TRACK: Enhancing Borrower Relationships | SEC & JAC | Virtual On-Demand

PRESENTERS: Ken Summar

Getting the Most Out of Your Core

SilverLake 2021 Enhancement Overview

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Heather Logan

Core Director Release 2021

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Rachel Nichols

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

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Amy Read

What You Should Know About Episys Mergers

TRACK: Getting the Most Out of Your Core | SEC | Virtual Live

PRESENTERS: Chris Nguyen; Ryan O'Connors

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

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Reggie Harris

Core Director: Customizing Your UI

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Sandi Heistermann; Rachel Nichols

CIF 20/20 2021 End of Year Overview

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Heather Logan

Custom Solutions & Episys PowerFrame MicroApps

TRACK: Getting the Most Out of Your Core | SEC | Virtual Live

PRESENTERS: Greg Barretta; Trace Johnson; Scott Neitzel

SilverLake System 2021 End of Year Overview

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Heather Logan

Core Director Hot Topics

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Scott Kotowicz; Jason Weaver

CIF 20/20 2021 Enhancement Overview

TRACK: Getting the Most Out of Your Core | JAC | Virtual Live

PRESENTERS: Heather Logan; Amy Read

Episys PowerFrame Docs: Lessons Learned

TRACK: Getting the Most Out of Your Core | SEC | Virtual Live

PRESENTERS: Phil Eagleson; Scott Neitzel

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OnBoard Deposits: Looking Beyond the Horizon

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Jerome Kung; Kevin Revie

Tools to Expand Your New Account Opening Process Through ArgoKeys Deposits

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Carolyn Smith; Alan Tippit

Teller Focus on Development

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Brandon Hartley; William Maloney

Continuing Your Education

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Terri Poole

Search, Collect & Share: Help Center Is Here!

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Cathy Jones; Marlo Miller; Emily Saltsgaver

Core Director Roadmap & Strategic Direction

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Clint Rader

Core Director Teller Roadmap & Strategic Direction

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Clint Rader

Core Director: NetTeller Updates

TRACK: Getting the Most Out of Your Core | JAC | Virtual On-Demand

PRESENTERS: Scott Kotowicz; Rachel Nichols

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Mortgage Investor Servicing (Preview)

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Mitch Allen; Marc Rush

Episys Performance, Scale, Monitoring & Administration

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Brad Pietrzak; John Toman

Episys Database Evolution

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Dave McNeill; John Toman

Episys Account Alerts & eNotifications

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Kevin Ericson

Episys Contact Event Manager

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Patty Moore

Watch Our Flow with *jha*Enterprise Workflow & Remote Approvals

TRACK: Getting the Most Out of Your Core | SEC & JAC | Virtual On-Demand

PRESENTERS: Nicole Bonnarens

Symitar Solutions Communication Suite

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Deva Wijewickrema

Symitar Solutions Communication Suite Roadmap

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Deva Wijewickrema

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Xperience Framework Next Generation

TRACK: Getting the Most Out of Your Core | SEC & JAC | Virtual On-Demand

PRESENTERS: Rich Dunklee

ARCU & EDS Update

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Jason Blake; Phyllis Chappell; Dave McNeill

Xperience Framework: Case Creation & Help Center Features

TRACK: Getting the Most Out of Your Core | SEC & JAC | Virtual On-Demand

PRESENTERS: Rich Dunklee

What's new with the Episys Security Privileges Refresh?

TRACK: Getting the Most Out of Your Core | SEC | Virtual On-Demand

PRESENTERS: Danael Barengo

Maximizing Your Payments Strategy

The Battle Against Card Fraud

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual Live

PRESENTERS: Keri Crane; Jay Dubina

Super Apps & Power Platforms: The Deconstruction of Payments

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual Live

PRESENTERS: Jennifer Geis

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

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual Live

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

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JHA Card Analytics: Interchange & Your Portfolio Profitability

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual On-Demand

PRESENTERS: Jason Palmer; Marne Schafersman

Jack Henry Digital & Payments Roadmap

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual On-Demand

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

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

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual On-Demand

PRESENTERS: Robert Hewlett; Jennifer Roth

Debunking the Top Zelle Myths

TRACK: Maximizing Your Payments Strategy | SEC & JAC | Virtual On-Demand

PRESENTERS: Al Ko

The State of Risk, Fraud, and Security

Cyber Security: What You Missed During the Pandemic

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual Live

PRESENTERS: Jim Sticklely

When We Walked in Your Shoes – Bankers Managing IT

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Rebecca Schany; Jami Strona

There's No Crying in Compliance

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Amber Dolan

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Managing Surge Deposits During & After the Pandemic

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Leo Blecker

Post-Pandemic: A New Reality for AML & Fraud

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Nathanael Southern

Efficiency Rules! Strategic Planning for Your Network Infrastructure

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Bette-Lou Rush

Workforce of the Future: Taking IT to the Cloud

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Ryan Brown; Nick Shirk

How Vulnerable Are You?

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual On-Demand

PRESENTERS: Jami Strona

Stop Fires Before They Start with an Integrated GRC Approach

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual Live

PRESENTERS: Viviana Campanaro

Monitoring IT & Security Through a Single Pane of Glass

TRACK: The State of Risk, Fraud, and Security | SEC & JAC | Virtual Live

PRESENTERS: Scott Dale