



**WRK**  
CONSULTING



- David Ward
  - 35 Years Experience in Financial Information Technology
  - Conducted over 100 Community I/T Consulting Projects for Community Banks
  - Installed a trained on Bank Data Processing Applications
  - Founded and managed WRK Systems
- Ed James
  - 40 Years Experience in Financial Information Technology
  - Conducted over 100 Community I/T Consulting Projects for Community Banks
  - Managed 5 Community Bank Data Centers
  - Managed the Conversions of Several Core Conversion

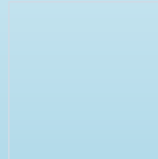
## Who are the WRK Consultants?

- Core Applications
- EFT Processors
- Digital Solutions (Internet and Mobile Banking)
- Deposit and Lending Solutions
- Teller Solutions
- Network Design and Telecom Solutions
- Check Imaging/Remote Deposit
- Project Management and Policy Review
- Core Contract Negotiations
- Strategic Planning

What Bank Functions has WRK Consulting Reviewed

- Automated Systems
- Fiserv Premier
- Fiserv Precision
- FIS
- Jack Henry
- DCI
- Cornerstone
- IBT
- FBS Gold
- Modern Banking
- Shazam
- Mcoy Meyer
- Phoenix/Sparak

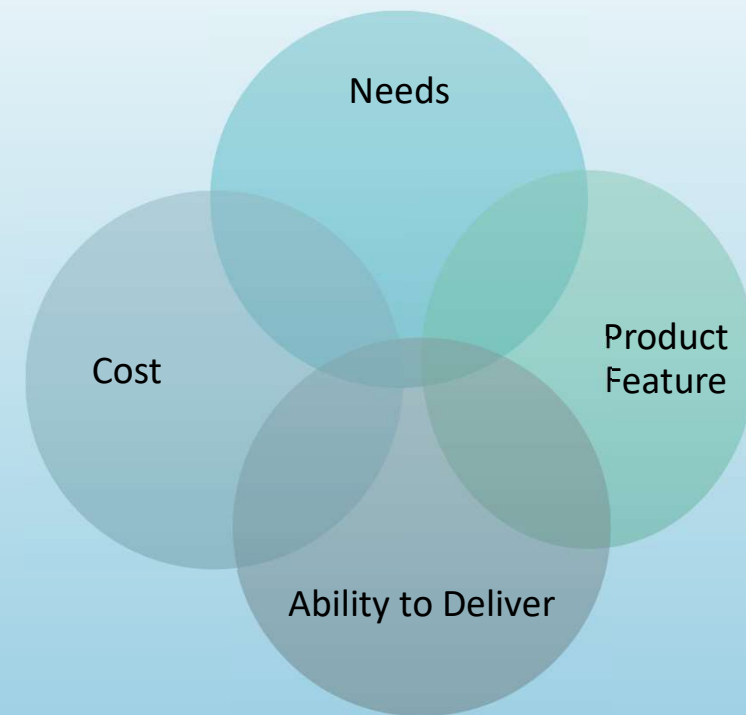
- \* Q2
- \* Malauzi
- \* Vibe
- \* AudioTel
- \*CSPI
- \*Banno



- \*Fiserv EFT
- \*FDR
- \*Vantiv
- \*Shazam
- \*FileBound
- \*Director
- \*Aurora
- \*Hyland
- \*Finastra

## Vendors that WRK Consulting has Reviewed

- Analyze the Banks Requirements
- Analyze their Ability to Deliver
- Don't get Caught up in the Glitz and Sizzle
- Be careful with Outsourced vs Inhouse (\$\$\$\$\$\$\$)
- Watch out for Deconversion Costs (Avoid The Data Processing Stockholm Syndrome)
- Check out Third Party Integration Cost (The Vendor does not always have the Best Product)
- Check out the Vendors Reputation with other Banks
- Be wary of Restrictive or Exclusive Relationships
- Beware of Contract Terms (what the Sale-rep says and what the contract "STATES" may be different)



## Vendor Selection

- Continuously Monitor Performance with binding SLA (Expect Payment when not met)
- Perform Annual
  - SSAE/SAS Regulatory (Why pay when they can be downloaded from the OCC?)and Third Party Audit Review
  - Financials
  - SLA Performance
  - Vendor Security and Firewall Reports
  - Incident Response Plan
- Vendor Disaster Recovery
  - Test Results
  - DR Plan
  - Annual Contract Review
- Review Bills Monthly and take Action when they are WRONG

## Vendor Monitoring

- Start “Early” at least 1 Year in prior to Contract Renewal
- What New Applications does the Bank Need
- What are “ALL” of the Cost
  - What is the ROI (Make them prove that there is a return)
  - What is the ongoing Expense
- What is the Cost for an Early Out should the bank change Ownership or want to select another Vendor
- What Contract Terms can the Bank get 3-5-7 years Contract
- What kind of Flex Credit/Discounts can the Bank Expect
- Always demand that an Operational Review be included
- Should limit the number of Vendors to Three at Most
- Demand that “ALL” Hardware needed be listed

## Contract Renewals





- State Nebraska Bank & Trust Ne
  - West Gate Bank Ne
  - United Republic Ne
  - Arbor Bank Ia/Ne
  - Wahoo State Bank Ne
  - F&M Ashland Ne
  - Murray State Bank Ne
  - Plattsmouth State Bank Ne
  - Heartland Bank Ne
  - Auburn State Bank Ne
  - Minden Exchange Bank Ne
  - Time Federal Savings Bank
- County Bank Ia
  - Page County State Bank Ia
  - Tri-County Bank Ia
  - Clover Community Bank SC
  - First Liberty National Bank TX
  - Amundson Banks (6 Charters) Ia,MN,ND
  - Black Hills Community Bank SD
  - Liberty Trust & Savings Bank Ia
  - Sloan State Bank Ia
  - Bank of the Valley Ne
  - City State Bank Ia
  - Investors National Mo

Customer

