

Jack Henry & Associates

Using Automation to Drive Digital Business Transformation

The executive leadership team of Jack Henry & Associates (JHA) set a challenge for themselves almost 10 years ago. They had come up with a long-term vision to grow revenue 4x and increase their number of clients 6x, but they couldn't achieve this goal without digital business transformation. They recognized that reliance on inefficient manual processes was the root cause of multiple obstacles on their technology roadmap, so they began looking for a workload automation solution that could help them realize their ambitious vision.

"JHA chose SMA Technologies as our solution provider because their OpCon software had a very strong track record of speed and reliability," said Brad Lane, Senior Director of Data Center Ops. JHA had over 1 million manual keystrokes daily, everything in the data center was manual, and they wanted to drive down RTO, so SMA helped them create an automation plan that allowed them to begin scaling up to meet their business goals.



JHA provides more than 300 products and services to support financial institutions of all sizes, diverse businesses outside the financial industry, and other technology providers.

- Founded 1976
- Over 9,000 customers
- 6,400 employees
- Customer assets up to \$50 billion

CHALLENGE	SOLUTION	BENEFITS
Goal to grow revenue 4x and clients 6x over 10 year horizon, not doable with existing manual processes	Digital business transformation initiated and began with OpCon automating workflows	Able to expand from 50 datacenter clients and 7 production servers to over 300 clients and 300 servers while adding only 1 IT Operations team member over 10 years
Over 1 million manual keystrokes daily prevented scaling and led to errors	Integrated OpCon with all 3rd party data-flow processes (data warehouse, BI, ACH, check clearing, federal reserve, etc.)	Flexibility due to automation; can run a \$14.4M to \$3.5B client on same system due to automation abilities
24 Hour published RTO time for disaster recovery was unacceptable	SMA consultants worked with JHA to automate major steps in their recovery processes	24 hour published RTO to a 4 hour published RTO (83% decrease) and a savings of 300+ man-hours per incident

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From manual to lights out operations

Once OpCon was configured and running, JHA was able to notice the positive impact very quickly. It turned out to be so fast and reliable that they were able to restructure their team to work on higher level objectives, rather than manual operations, and transfer the night crew to daytime ops. Over the course of 10 years working with OpCon, JHA went from 7 production servers to 300 and added over 250 data center clients while only needing to add one person to their IT Operations staff. They are now processing over 100,000 workflows with OpCon, and their system has evolved to be flexible enough to handle small clients and multi-billion dollar clients using the same applications.

“SMA Technologies looks at every challenge as something that can be solved with automation, and they’ve been invaluable to JHA.”

Brad Lane, Senior Director of Data Center Ops

Success for JHA leads to success for JHA clients

JHA is in a position where their clients need additional services to meet the requirements of auditors, their boards, and security experts, and OpCon enables them to provide the solutions their clients are looking for. Thanks to OpCon’s transformation of their environment, they are now able to offer automated services to clients who lack the budget, technical skill sets, and automation skill sets to accomplish it on their own. Clients can now focus on their core competencies of providing services to their customers, while JHA

handles their ops and security. “I’ve had clients tell me that these solutions absolutely saved their business, and SMA Technologies has played a big role in helping us get these wins for the customers we serve.”

JHA has used OpCon’s Self Service module extensively with their clients and it has transformed the way they do business with them. Customers can quickly resolve most questions or initiate requests without an email or phone call, and the time savings has greatly increased productivity. “We’ve had very few comments or complaints from clients, and that’s a huge compliment to SMA Technologies.”

Future plans

The data center is evolving and JHA has begun to look outside of their core and ancillary products. It’s a highly integrated environment and 100% uptime is no longer seen as a success, it’s now table-stakes. Their clients place a great deal of importance on security and uptime and automation has helped JHA stay ahead of the curve because they can quickly push out global security updates. JHA wants to leverage Self Service to empower clients to trigger OpCon processes without having to engage JHA IT staff. With Self Service, end-users no longer need admin access to sensitive applications, and instead can use the Self Service interface that’s connected to these automated and secure processes.

“We are continually growing, and our clients have high expectations for us, so we’re happy that we can sleep at night knowing that we have a great automation partner in SMA Technologies.”

- Brad Lane, Senior Director of Data Center Ops