

# JHA Client Services Consulting<sup>SM</sup>

Oklahoma-Based First United Bank  
Gains Valuable Global Security  
Implementation and Expert Support



## First United Bank

### Address

Durant, Oklahoma

### Website

[www.firstunitedbank.com](http://www.firstunitedbank.com)

### Assets

\$6.3 billion

### Employees

1,481

### Branches

69

### Founded

1932

More than a century old, First United Bank is one of the nation's premier financial institutions, offering a full range of personal banking, commercial, wealth management, insurance, and mortgage products and services to customers in locations throughout Oklahoma and Texas.

The bank is one of the largest in the southwest, with assets of more than \$6 billion. It is also one of the largest privately held community banking organizations in the country.

First United Bank recently partnered with the JHA Client Services Consulting group from Jack Henry™ for their Xperience™ Global Security project. **Bryan Wandel, Senior Vice President and Director of IT**, offered to share his thoughts about the bank's experiences.

**Jack Henry (JH):** What was the compelling business reason you engaged the JHA Client Services Consulting group to assist with the Global Security project?

**Bryan:** Their expertise and knowledge.

**JH:** Can you describe the Global Security implementation process?

**Bryan:** It consisted of several project meetings and planning, then included an onsite visit for implementation.

**JH:** How has utilizing a consultant changed the process from what you had in the past?

**Bryan:** First United engages several partners across the technology landscape to leverage knowledge and expertise from consultants. If it is not something we support or install on a regular basis, we often will engage consultants to ensure performance. First United recently also installed a new phone system across the entire enterprise, and a partner was engaged for this project as well, which proved to be a great success.

**JH:** If you would recommend a consultant to other financial institutions, what is the most compelling statement you would make to another institution considering JHA Client Services Consulting?



“The complete dedication by the JHA Client Services Consulting team to the project is **the biggest benefit**. Not having to wait in line through the support channel accelerates the process for a very timely, correct installation.”

**Bryan Wandel**

Senior Vice President and Director of IT,  
First United Bank

**Bryan:** The two factors with technology are time and money. With the increased focus on rolling out more and more projects as the speed of technology accelerates, First United leveraged JHA Client Services Consulting to maximize the efficiency and effectiveness of the timing of the rollout, plus the money invested for delivery.

**JH:** Is there anything else that you would like to add regarding any aspect of the project?

**Bryan:** The complete dedication by the JHA Client Services Consulting team to the project is the biggest benefit. Not having to wait in line through the support channel accelerates the process for a very timely, correct installation. The other component is getting a talented professional that offers the best practices for setup and installation. I feel that First United was successful in the implementation and setup because of the guidance and experience from the consultants.

**JH:** How would you rate the support you received?

**Bryan:** 10 out of 10.

**JH:** From an organizational standpoint, how do you think Global Security, as implemented, benefitted your bank?

**Bryan:** It has improved user access controls, simplified the process of adding and changing users, and streamlined the user access review process.

**JH:** From a project management perspective, how did utilizing JHA Client Services Consulting help to Global Security help you to manage your project timelines and priorities?

**Bryan:** We were able to continue to press forward with other projects in addition to rolling out this one too.

**JH:** What is your opinion of the consultant’s knowledge-level regarding Global Security?

**Bryan:** 10 out of 10.

With JHA Client Services Consulting, banks can identify significant operational improvements, new revenue and market opportunities, as well as ways to reduce operating errors and costs. Whether you want to improve processes within a single department or enterprise-wide, when you use JHA Client Services Consulting you'll be able to support bank-specific goals, resolve unique operational issues, enhance global security, and become more efficient and productive.

JHA Client Services Consulting is available today to banks automated by the SilverLake System®, CIF 20/20®, and Core Director® platforms.



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## unlock your potential

[Learn how](#) to streamline your branch operations and enhance accountholder service through the speed, accuracy, and convenience of automation.

For more information about Jack Henry, visit [jackhenry.com](https://jackhenry.com).