

2020 SPRING

CUSTOMER SUCCESS REPORT



CORE BANKING SOFTWARE CATEGORY

An aerial photograph of a city skyline at dusk or night. The buildings are illuminated with warm lights, and the sky is a mix of blue and orange. A semi-transparent white box is overlaid on the left side of the image, containing the title and two paragraphs of text. The text is in a bold, black, sans-serif font.

CORE BANKING SOFTWARE OVERVIEW

Today, banks do more than just taking deposits and providing loans. They offer a wide range of services and products, and their activities are termed Core Banking, which is managed by a centralized platform that enables customers to do transactions from any branch. CORE stands for "Centralized Online Real-time Exchange," which allows a bank's branches to access programs from centralized data centers. Besides retail customers, core banking also addresses the needs of corporate clients to deliver a complete banking system.

With a CBS, banks can improve their operations to address industry consolidation and customer demands, eliminate mistakes due to multiple entries, easily launch new financial products and make changes to existing ones, seamlessly merge self-service operations and back office data, and more.

Customer Success Report Ranking Methodology

The FeaturedCustomers Customer Success ranking is based on data from our customer reference platform, market presence, web presence, & social presence as well as additional data aggregated from online sources and media properties. Our ranking engine applies an algorithm to all data collected to calculate the final Customer Success Report rankings. The overall Customer Success ranking is a weighted average based on 3 parts:

Content Score is affected by:

1. Total # of vendor generated customer references (case studies, success stories, testimonials, and customer videos)
2. Customer reference rating score
3. Year-over-year change in amount of customer references on FeaturedCustomers platform
4. Total # of profile views on FeaturedCustomers platform
5. Total # of customer reference views on FeaturedCustomers platform

Market Presence Score is affected by:

1. Social media followers including LinkedIn, Twitter, & Facebook
2. Vendor momentum based on web traffic and search trends
3. Organic SEO key term rankings
4. Company presence including # of press mentions

Company Score is affected by:

1. Total # of employees (based on social media and public resources)
2. Year-over-year change in # of employees over past 12 months
3. Glassdoor ranking
4. Venture capital raised

Customer Success Report Award Levels



Market Leader

Vendor on FeaturedCustomers.com with substantial customer base & market share. Leaders have the highest ratio of customer success content, content quality score, and social media presence relative to company size.



Top Performer

Vendor on FeaturedCustomers.com with significant market presence and resources and enough customer reference content to validate their vision. Top Performer's products are highly rated by its customers but have not achieved the customer base and scale of a Market Leader.



Rising Star

Vendor on FeaturedCustomers.com that does not have the market presence of Market Leaders or Top Performers, but understands where the market is going and has disruptive technology. Rising Stars have been around long enough to establish momentum and a minimum amount of customer reference content along with a growing social presence.



2020 Customer Success Awards

Check out this list of the highest rated Core Banking Software software based on the FeaturedCustomers Customer Success Report.



OVERALL BEST

OF CORE BANKING SOFTWARE





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ABOUT NCINO

nCino is the worldwide leader in cloud banking. With its Bank Operating System, built on the Salesforce platform, financial institutions can deliver the speed and digital experience that customers expect, backed by the quality and transparency that bankers need.

202

Customer references from happy nCino users

[VIEW ALL REFERENCES](#)

"We saw a lot of advantages to nCino being built on the Salesforce.com platform because it offers the highest level of data security and the comfort of a SOC 1, 2 and 3 certified system."

Mike Hogan
CEO, Titan Bank

"One of the many things that we love about nCino is that you can track the loan lifecycle and know exactly what's coming down the loan pipeline."

Gloria Guerra
Senior Vice President, Lone Star National Bank

"nCino allows us to provide our member credit unions with one platform that ties together loan origination, document management and portfolio administration."

Mark Ritter
President and CEO, Lucro Commercial Solutions

"We are no longer reliant on paper. Before nCino, we had an approval system that was very manual and more hard-copy, paper based. Since nCino, we are able to document all loans electronically and track loans at any stage of the process."

Lori Singleton
Loan Operations, Franklin Synergy Bank



2020 MARKET LEADERS



Q2





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ABOUT FINASTRA

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, they provide the broadest portfolio of financial services software in the world today spanning from retail banking, transaction banking, lending, and treasury and capital markets. Their solutions enable customers to deploy mission critical technology on premises or in the cloud. Their scale and geographical reach means that they can serve customers effectively, regardless of their size or geographic location from global financial institutions, to community banks and credit unions. Through their open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers.

218

Customer references from
happy Finastra users

[VIEW ALL REFERENCES](#)

"Fusion Loan IQ enables seamless front-to-back processing and high STP, so once we enter a trade into the system, the process steps all flow in a very automated way."

Rayan Karim

Senior Manager, Lending Operations, Harmonic Fund Services

"Using Fusion Digital we have built an extremely secure, easy-to-use mobile banking application that helps customers manage their accounts and keep track of their money."

Nahla Bou-Diab

Deputy General Manager - COO, AM Bank

"With Fusion Essence, system processes are quick enough to capture customer needs and provide much improved customer service."

Gideon Muriuki

Managing Director, Co-operative Bank of Kenya

"With Fusion Payment Manager, we benefit from a single source of highly accurate data, which reduces error rates."

Georges Hobeika

Head of IT and Applications, International Bank of Qatar



Q2

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ABOUT Q2EBANKING

Q2 powers your virtual banking experience. They connect you to your account holders who expect and appreciate a unified and engaging banking experience anytime, anywhere, on any device. They merge business-critical technology with engaging user experience, helping you engage account holders where they live, work and play. By leveraging virtual banking software across single, non-siloed technology platforms, you can deliver unified online, voice, mobile, and tablet banking services from a single secure application — and compete with the best that Megabanks and money centers can offer.

137

Customer references from happy Q2eBanking users

[VIEW ALL REFERENCES](#)

“We have seen a significant increase in deposit products opened, meaning it’s easier for our members to open things like a checking account or a certificate. We used Q2 Smart to advertise certificates to members who might want to consider one to reach their savings goals. The experience brought users directly into a new, customized funnel we created via...”

Eric Skinner

Vice President of IT Operations and Development, Citadel Federal Credit Union

“Our initial partnership with Q2 Gro enabled us to provide consumer checking and savings accounts nationwide. Then we ventured into opening small business accounts nationwide as well, including checking and money market accounts. That has been a real game changer for our business—specifically growing new customers.”

Melissa Eggleston

Chief Deposit Officer, nbkc bank

“Q2 Gro equips us to continue developing our strategic approach to member experience and supports our future expansion. Our staff appreciates the opportunity to build deeper relationships with new members instead of manually verifying application data.”

Thomas P. Novak

Assistant Vice President, Digital, Visions Federal Credit Union

“In Cloud Lending, we have found a lending platform that is highly flexible, providing approval and loan distribution in hours and days (rather than weeks or months), and could integrate seamlessly with government databases like the National Livestock Identification System.”

Damian Burgi

Co-Founder, Agrifunder



TEMENOS

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ABOUT TEMENOS

Temenos AG is the world's leader in banking software, partnering with banks and other financial institutions to transform their businesses and stay ahead of a changing marketplace. Headquartered in Geneva, with more than 60 offices worldwide, Temenos provides banking software systems to retail, corporate, universal, private, Islamic, microfinance and community banks, wealth managers, and financial institutions. Over 3,000 firms across the globe, including 41 of the top 50 banks, rely on Temenos to process the daily transactions of more than 500 million banking customers. According to IBS Intelligence, which maintains an annual league table, Temenos T24 Core Banking is the #1 bestselling core banking system for 13 years. Forrester has ranked Temenos as a Global Power Seller (Global Banking Platform Deals Survey 2018) for 12 consecutive years, and a Top Global Player for combined deals (new and existing) for six consecutive years. Temenos was the winner of the Best Core Banking Product in Banking Technology magazine's Readers' Choice Awards for four consecutive years, and in 2014 won the award for Most Innovative Use of Technology for the Integration Framework.

345

Customer references from happy Temenos users

[VIEW ALL REFERENCES](#)

“There were specific features of the Collection module that made us choose Temenos, such as the ability to create individual queues based on our collection practices and run reports specific to our credit union needs.”

Cassandra Sandstrom
Collections Manager, Hiway Federal Credit Union

“T24 has brought us complete and real-time data, which clearly has big implications for our ability to manage risk, but also for the quality and timeliness of the information that management uses for day-to-day decision making.”

Jiang
Vice President, Bank of Shanghai

“Making things easy for our members is one of our core values. The Temenos Collection module makes it easy for us through automation, configurable interfaces, real-time information, reporting and above all the ability to customize the system to our needs.”

Erika Daken
Business Process Analyst, Royal Credit Union

“The holy grail for any financial services firm is to have an all-encompassing view of their clients in a single place that both client advisors can access and management can use for internal reporting and business monitoring. Having that single, all-encompassing view that WealthManager provides is vital to our business.”

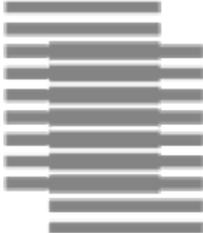
Tom Bradley
CEO, Steadyhand Investment Funds



2020 TOP PERFORMERS

 **BACKBASE**

CSI 

 **D.C.I**

 **Profile**
Software



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ABOUT BACKBASE

Backbase is a fast-growing fintech software provider that empowers financial institutions to accelerate their digital transformation and effectively compete in a digital-first world. They are the creators of the Backbase Omni-Channel Banking Platform, a state-of-the-art digital banking software solution that unifies data and functionality from traditional core systems and new fintech players into a seamless digital customer experience. They give financials the speed and flexibility to create and manage seamless customer experiences across any device and deliver measurable business results. They believe that superior digital experiences are essential to staying relevant, and their software enables financials to rapidly grow their digital business.

60

Customer references from happy Backbase users

[VIEW ALL REFERENCES](#)

“Backbase delivers a beautiful digital banking solution that focuses heavily on the customer experience and omni-channel delivery. By adding our PFM capabilities to this mix, we can offer a direct upgrade to most FIs’ current digital experiences.”

Shawn Ward
Chief Executive Officer, Geezeo

“Without a doubt, Backbase have been instrumental in the deployment of our Group’s digital voice and experience, right across our internet banking channel. Through the increased analytics, we can now monitor and measure – in real-time – how well our messaging is resonating with customers. As we mine these analytics, we’re using Backbase technology to...”

Mike Austin
Chief Information Officer, NBAD Group

“Backbase Forms is a replacement for an old system we used. Our old solution was only suitable for desktop, while our customers are moving more and more to mobile banking, so one of the main drivers in choosing Backbase was their clear omnichannel approach. Furthermore, we wanted to use Forms for both our customers and employees. Our previous...”

Mark Bus
Product Owner, ABN AMRO Bank

“Entersekt shares Backbase’s vision of frictionless, on-the-go and always-on digital banking. With this partnership, we believe we can help banks fast track their future by enabling digital services that would be considered too risky or unfeasible via any channel other than the branch.”

Dewald Nolt
Chief Commercial Officer, Entersekt



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ABOUT CSI NUPOINT

CSI NuPoint simplifies bank operations and provides the foundation for everything you do. From making and servicing loans to processing withdrawals and deposits, NuPoint is a cloud core banking platform that supports your banking technology.

26

Customer references from happy CSI NuPoint users

[VIEW ALL REFERENCES](#)

"We can reach out to specific types of customers throughout the year via newsletters, phone calls, etc. If we notice customers aren't coming into the branches, we'll reach out to see if there's anything we can do for them."

Lynn Byrd
Leadership Role, Legence Bank

"Now, with CSI's Teller Capture, we have practically eliminated the cost of buying and storing paper tickets, and research is much faster, too."

Tina Winfree
SVP/Operations Manager, CedarStone Bank

"Something that would take me hours, or even days, to do is automatically set up in CSI IQ. And all you have to do is run it."

Cheryl Hartsell
Senior VP, COO, First Community Bank of the Heartland

"We have the utmost confidence in the security and audit processes at CSI. The quality of CSI's management of cybersecurity also makes us confident in their ability to help protect our bank."

Debra Becht
SVP of Retail Banking, Banterra Bank



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ABOUT DATA CENTER INC

Data Center Inc is a leading developer of core processing software, related technologies and services for community banks of all sizes nationwide. Founded by bankers and privately owned by many of their client banks. Over 50 years of experience. Solutions include the award-winning iCore360® web-based bank processing and management software, and complete solutions for Internet/mobile banking, remote capture, ATM network/card services, virtualization and network services, data security and more.

22

Customer references from happy Data Center Inc users

[VIEW ALL REFERENCES](#)

"You can present an issue to DCI's staff, and they get it. They want to understand how to get you where you want to go."

Doug Briggs
President, First State Bank & Trust Company

"This software saves me hours and automatically updates customer data in the core."

Laurie Leighty
Senior Vice President, American Riviera Bank

"I have found DCI's systems very easy to use. Add-in products work very well with the system."

Becky Walker
Bank of Bolivar

"DCI offers a great product that is always on the leading edge. They listen to us and are always there to support us. That's the kind of people we want to partner with."

Dixie Lang
Vice President, KANZA Bank



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ABOUT PROFILE SOFTWARE

Profile Software is a leading international solutions provider for the Banking and Investment Management industry. The company has presence in 40 countries and offices in key financial centers. Its solutions have been competitively ranked due to their functionality and technology while client service is always a priority to the Profile team serving a growing clientele worldwide.

41

Customer references from happy Profile Software users

[VIEW ALL REFERENCES](#)

"Clients experience a personalised approach on their wealth management service under a secure environment with strict systemic checks and proactive risk controls."

International Private Banking Organisation

"Due to the diversity of our portfolio and modern approach to the business, Profile was evaluated as the ideal partner in deploying a flexible, innovative, omni-channel system that fully meet the requirements of our international operations and forward-thinking approach. We were very satisfied with the design and capabilities of Axia platform for our..."

Stanislas Bernard
Chief Executive Officer, Twenty First Capital

"Our Treasury Department requirements are pretty demanding. Our key reason for selecting Acumennet was the flexibility, automation and easy integration it provides to our operations to manage a huge number of transactions in real-time and with ease. The Risk Management functionality will also allow the bank to monitor and manage possible..."

Wanjiru Ndungu
Head of Treasury, Family Bank

"Thanks to Acumen's flexibility and the timely support of Login's teams, MuniFin can adapt very quickly to the new market requirements. MuniFin is able to provide competitive services and propose to the market the complex structures it is looking at."

Esa Kallio
Interim President and CEO and Head of Capital Markets, MuniFin

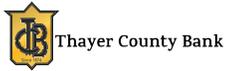


2020 RISING STARS





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ABOUT FPS GOLD

FPS GOLD is committed to providing superior banking software. They enable their clients to reduce their operational costs and to ultimately better serve their customers. Their Core Banking system helps cut data processing costs and improves productivity, while their Internet Banking platform improves your customers experience with your bank.

5

Customer references from happy FPS GOLD users

[VIEW ALL REFERENCES](#)

"The ease of customization FPS allows is great! It allows the bank to have a say on how the software should perform to maximize the bank's efforts within the market it operates in."

Ricardo Perez
VP/Main Branch Manager, 1st Bank Yuma

"FPS is a great company to work with, and has a quality product that fits our Bank's needs."

Deborah A. Jones
Executive Vice President & Corporate Secretary, Clay County Savings Bank

"I cannot say enough how much we love the customer service that comes with the FPS GOLD product."

Haskell Strange
SVP/Chief Operating Officer, Mineola Community Bank

"Simplified vendor management is the way to go. While other vendors point their fingers at each other when there is a problem, FPS GOLD is a single source vendor which can do everything we need."

Pat Kenner
President, Thayer County Bank



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ABOUT INTERNATIONAL PRIVATE BANKING SYSTEMS

International Private Banking Systems is a specialist provider of wealth management software for the private banking sector. The company began operations in 1993 and the flagship product, IPBS, is a fully integrated accounting and management information system that provides all of the front, middle and back office support services required by international private banks, trust companies, mutual fund administrators and wealth management professionals.

13

Customer references from happy International Private Banking Systems users

[VIEW ALL REFERENCES](#)

“We operate in a service driven market and the introduction of the IPBS system will enable Bank Cainvest to apply industry best practice to the provision of transparent and efficient private banking services. By offering secure, 24x7 online access we have differentiated ourselves from other private banks. The level of service that we have received...”

David Aboulafia
Operations Manager, Bank Cainvest

“There was considerable relief to know that, along with all the benefits of installing IPBS, we would be fully relieved of the costs and operational issues of maintaining the legacy system, while continuing to have access to that data through the new IPBS solution.”

Richard Evans
Sentinel President, Sentinel Bank & Trust

“The bank is a long standing user and I would highly recommend IPBS to other companies. It is well suited to our requirements and we are very pleased with the investment that we have made in the IPBS system. We appreciate working with a company that is, like ourselves, highly client focused. Additionally Bruce and his team have provided a...”

William E. Whitaker
Managing Director, Dartley Bank and Trust

“Thanks to IPBS we have automated what was previously a time consuming activity and freed up staff time to be spent on other valuable client relationship projects.”

Dennis Hunter
Managing Director, Queensgate



portfolio+

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ABOUT PORTFOLIO PLUS

Portfolio Plus is an open banking platform that includes software applications for loans, mortgages, term deposits, retail banking, and more. With secure, industry proven solutions powering some of Canada's largest banks, SIT helps drive business for tech-savvy, hyper-connected financial institutions. They help their customers create their success stories by providing the most efficient software needed for optimal performance.

19

Customer references from happy Portfolio Plus users

[VIEW ALL REFERENCES](#)

"Manulife Bank is changing the face of banking with our unique products and delivery channel. Our strategic decision, a few years ago, to form a combined team of Portfolio Plus and Manulife Bank professionals to help meet our goals was a great success. We now have a team of experts that assesses and responds to market opportunities at a speed and...

Roman Fedchyshyn
President, Manulife Bank

"It's no secret that Cars on Credit is a lender to turn to when traditional lenders won't approve a credit application, and we're proud that we can be instrumental in repairing someone's credit. But we need to price accordingly. Using Portfolio Plus Prospector, which is a data-mining and analysis tool from SIT, we can dig deep to analyze our existing portfolio...

Chris McMunn
President and CEO, Cars on Credit

"From the beginning Portfolio Plus said they would be our strategic partner in helping us to succeed, and they have done just that. In fact, during the economic downturn and credit crunch we were not affected. We were able to issue members any of their loan requirements, meet their savings repayments and give them a good return on their investments....

Brian Dennehy
Branch Manager, Bishopstown Credit Union

"If someone is looking to acquire a deposit platform, I would definitely recommend Portfolio Plus. It's allowed us to raise funds to respond to loan demand, and it's a critical part of our core banking strategy moving forward."

Scott Cameron
Vice President of Finance and Deposit Services, HomeEquity Bank