



## Financial Services

### The Proven Performer for Financial Services

#### **Make JX2 Your Competitive Advantage**

From financial services industry powerhouses to small institutions, JX2 Professional Software Services is the trusted name in software solutions. Here are some of the bold innovations in customer service and automation we've created:

- A recurring electronic payments systems for customers' loans, built with a Service Oriented Architecture for easy changes and access from external systems.
- A solution that prevents account hijacking of electronically transferred customer money, dramatically reducing losses in the origination system to almost zero overnight.
- Terrorist Watch List Automation and compliance with the U.S Treasury's Office of Foreign Asset Control (OFAC) and the Patriot Act.
- Consistent application of multi-factor authentication across a variety of technology platforms for streamlined operations and federal compliance.
- Consumer loan, mortgage and credit card applications via the web, facilitating an immediate point of sale decision. This has led to a dramatic increase in loan volume for the client.
- Automated funds disbursement that reduced customer wait time, no matter where they were in the world. The system automates customer transfers using Federal Reserve wires, Western Union, ACH and paper checks.
- Electronic collection of delinquent funds.
- Collaboration in building a security workbook for NACHA—The Electronic Payments Association.
- Automation of a complex human resources management process for one financial institution.

Your customers expect a lot from you. They expect secure, easy, reliable and consistent access to their data. They want the most leading-edge, trustworthy, hassle-free user experience. We help you deliver on their expectations—even in the face of increasing security threats. All this while boosting your bottom line and improving your competitive position.

Your customers have a lot at stake. Their security while using your web site or call center is one of your top priorities. JX2 is on the leading edge of keeping their information secure, from phishing to identity theft and other types of fraud. We're passionate about mitigating and eliminating the greatest threats to your users' security.

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*"The project the JX2 team did for me became the prototype for several other survey applications in the company. Their team was prompt, thorough, skillful, and kept me informed throughout the process. They worked effectively with other areas of the company, including infrastructure, network administration and data services, to complete a high quality development effort. I wouldn't hesitate to recommend this team for customized application development in their areas of expertise."*

—VP, Internal Audit, Fortune 50 Financial Services Company

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### **Building Bold Innovations in Customer Service & Automation**

Partner with JX2, and:

- 1. Capture lost revenue.** Billions of dollars in U.S. e-commerce sales are lost each year due to security concerns. Potential customers see even some of the most prominent financial institutions as too risky, and decline to share personal information via the web. But JX2's secure solutions are proven. We study each client's current and future risks, and put our best practices knowledge to work, creating enduring solutions to help you gain revenue that otherwise would be lost.
- 2. Retain more customers.** Your customers have many choices among your competitors. By building loyalty through exceptional user experiences, our solutions help boost your customer retention.
- 3. Realize new revenue.** By aligning with your business objectives, we create new service opportunities and revenue streams by helping organizations like yours tap into previously unavailable channels.

### **Safeguarding Your Relationships. Protecting Your Customers.**

When it comes to your customers, you should expect a lot from a software developer. JX2's customer-centric applications help you retain customers with benefits that include:

- Improved customer acquisition and loyalty.
- Improved quality and speed of service delivery—over the internet or through your call center.
- Reduced costs and streamlined operations.
- Security of your customers against fraud.
- Increased sales and profitability.
- Regulatory compliance, including OFAC, Bank Secrecy Act (BSA) and the Patriot Act.

### **An Uncommon Commitment to Delivery**

At JX2, we're serious about your customers' high expectations and your bottom line. We focus on your business challenges and use trusted and proven technology solutions to solve your problems. With JX2, you get high quality solutions, service and care, without the excessive costs of the ultra large firms. Expect expertise, commitment and delivery from a fast-moving team of experts dedicated to your success.

Our project management skills are remarkable among software developers and systems integrators. We're known for tightly integrating with organizations and helping guide teams to success. With 90% of all software projects arriving late, and nearly as many falling short of expectations, JX2 is a sharp contrast. We're regarded for our consistent commitment to delivery, and for our intimate understanding of the processes, trends and challenges of financial institutions.

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*"With JX2, we have found a strategic partner that really lives up to that definition. They consistently step up to understand our needs, and they are always accountable. I have the highest regard for the professionalism they bring to the table."*

—Frank Myers, Senior Vice President of Information Services, Navy Federal Credit Union

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### **JX2—Success Multiplied**

We adhere to three fundamental principles that guide everything we do:

1. We give every client our best and are absolutely committed to their success.
2. We develop an exceptional relationship with every client. We build long-time relationships because we're trusted to prove our value every day.
3. We support a healthy organization people will not want to leave. We reward and retain high caliber performers so we can put them to work for you.

### **Affiliations**

JX2 is proud to be an IBM Advanced Business Partner.

We also belong to MACHA, the Mid-Atlantic Clearing House Association, and the Internet Council for NACHA—The Electronic Payments Association.

### **Contact Us**

Find out how JX2 can become your competitive advantage. Contact us at 703-851-8701 or sales@jx2services.com.

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