

CORE PROCESSING EVALUATION



RESURGENT
PERFORMANCE, INC.

A core banking system that has high functional utilization, is well supported, and is highly cost effective is a key component in every bank's operations. Managed correctly, the core banking relationship is more important than virtually any other vendor relationship. High performance banks have implemented strategies for optimizing that relationship into a true partnership with regular, ongoing contact that assists the bank not just operationally but strategically and financially.

WHEN IT DOESN'T WORK SO WELL

In some cases, though, banks have not been able to build that level of relationship. At times, they are not even sure they have the right partner at the right price. In these situations, RPI works with the bank to

- Define its true business needs
- Map those business needs to the capabilities of the core system
- Identify gaps between the business needs and the current capabilities

START WITH STRATEGY

With a starting focus on the organization's strategic business plan and strategic technology plan, RPI helps banks identify core providers that will most likely yield a fruitful partnership between vendor and bank. The strategic business plan will point organizations in the right direction in terms of many strategic and tactical decisions, including in-house or outsourced processing, growth requirements, availability of training, vendor capabilities, and integration with ancillary systems.

NEGOTIATING THE FINAL CONTRACT

Capitalizing on its years of experience in negotiating vendor contracts, the team at RPI ensures that its banking clients receive a full and fair contract with the most favorable possible terms and provisions, including

- Timeframe and mid-term negotiation options
- Impact analysis relative to ancillary technology systems, equipment, and service contracts
- Best practice service level agreements (SLAs)
- Provisions for implementation and initial training
- Security and privacy clauses
- Dispute resolution procedures
- Termination rights
- The best pricing to you for today's volumes, as well as for the growth of the future.

A PHASED APPROACH

Often, after the first phase of business needs and assessment, an organization may find that they have the right vendor in place and simply need to negotiate a new contract for maximum value.

When a new vendor is required, a complete RFP process is a consideration that RPI will:

- Identify the right vendor candidates based on business needs and vendor strengths
- Tailor an appropriately designed Request for Proposal (RFP) that meets the bank's specific needs
- Evaluate returned RFP responses and schedule vendor meetings and presentations
- Study the financials, service level impacts, and compatibility with the bank's strategies and goals
- Analyze vendor finalists from an operational perspective and assist with the selection of the final vendor, all of which is based on considerable experience and expertise in technology management.

