Symitar's Vendor Integration Program (VIP): An Inside Look

Long before "openness" and "open banking" became recognized necessities of modern processing systems, Symitar® has been on the case. It was 2010 when we formed the VIP to allow vendors to more easily integrate their products with Episys®. We set out to make third-party communication with the core as easy as possible and that mission continues today.

The program gives companies direct access to Symitar technical resources for successful product integration. Integration issues are resolved more efficiently because we work together to streamline development, enhance productivity, and shorten communication channels. One of the results is enabling quick deployment of new products and this is a win-win for both vendors and our mutual credit union customers.

Among the many other beneficial outcomes, there is one that stands out: VIP reduces the likelihood that credit unions will be caught in the middle of third-party vendor integration, install, and support questions.

"If your company puts a value on time-to-market, the VIP program is worth every penny."

- Dan Chaney,
  VP of Business Development

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WHAT DO VIP MEMBERS RECEIVE?

VIP members select the integration assistance that makes the most sense for them. A vendor can choose to work with Symitar in one or both programs:

DEVELOP ON THEIR OWN

Vendors wishing to develop their own integrations receive online access to documentation describing in detail the interaction between their solution and web services via SymXchange™. SymXchange is Symitar's interface that enables access to Episys core data and business rules and supports interactive data exchanges. The documentation includes descriptions and properties for all fields in the Episys database, explanations of the various types of SymXchange messages and their use, and samples of those messages.

Each VIP member is assigned an individual development workplace containing the current release of Episys. The database is set up with "member" accounts that allow the full range of SymXchange activity to be exercised, including creating new accounts, modifying existing accounts, performing monetary transactions on the accounts, and so on. The database is accessible 24/7, except during standard maintenance. Vendors also receive assistance with message formatting, troubleshooting problems or unexpected results, advice on best practices, and examination of test results to verify desired functionality.

DEVELOPED FOR THEM

Vendors who do not wish to develop their own solutions can receive assistance, through the custom integration side of the VIP. These vendors work with Symitar's skilled analysts and programmers to develop solutions to fit the vendor's specific needs.

Symitar does all the programming and works with the vendor to locate a pilot client for real-life testing. Once deployed, the vendor has access to maintenance provided by Symitar to ensure the integration continues to function optimally.

IN THEIR OWN WORDS

Some of our VIP member companies offer insight into what it's like to be in the program:

Kasasa – VIP member since 2013
Greg Schultz, Director, Project Management

One of our goals in working with Symitar was to make our products and services more effective and efficient with our mutual clients. What we received by joining the program was significantly better. We built a relationship that enabled our company to design and offer new and dynamic products and features that are wholly enabled by the Symitar VIP team with immediate and insightful advice.

They [VIP staff] proactively coordinate with our development and client teams to ensure the successful design and execution of VIP solutions.

Said simply, our VIP membership has exponentially streamlined our clients' Kasasa Loans servicing needs and processes. My advice is to treat the Symitar VIP program as a collaborative opportunity and to leverage their expertise to design the best software solution you can.

Sync1 Systems – VIP member since 2018
Dan Chaney, VP of Business Development

[VIP] has been the best experience of any core system we have worked with so far. Very informative, with an initial learning curve. The contacts we have are professional and responsive.

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Each case we have opened has been answered quickly. The incredibly quick responses help keep our agile development process moving. If your company puts a value on time-to-market, the VIP program is worth every penny.

CUTEK – VIP member since 2016
Ray Rounds, VP, Operations and Product Development
We find this program helps CUTEK move in a more timely and efficient manner in delivering solutions to our customers who require guidance and assistance with the latest features and technologies.

Technology Happens – VIP Member since 2015
Brad W. Moritz, Chief Growth Officer & Chief Operating Officer
We joined VIP so that we were able to offer our clients the assurance that we were aligned to deliver solutions that are built and tested within a Symitar environment and would perform reliably within their Symitar environment.

VIP has been a pivotal element of how we serve our credit union clients. It provides members with unparalleled access to development, testing, and support resources. If you are serious about serving Symitar's clients, you either need to join VIP or align your organization with a company that is a VIP.

Glory Global Solutions – VIP Member since 2017
Joe Cooper, VP Software Alliances
VIP has been a very positive experience; enabling our solutions and improving our customers experiences.

VIP has enabled us to have a direct interface and solution environment for development and testing. This has dramatically improved our capabilities and response times. The solutions we provide today would not be possible without Symitar VIP.

Payveris – VIP member since 2019
Ian Vukovich, Director of Implementations
The Symitar VIP team worked with us to design a technical solution to our specific need in a way that ensured our product would be compatible with the various data structures used by credit unions today. Their expertise and collaboration allowed us to avoid potential pitfalls before encountering them with institutions.

The Symitar VIP team's expertise and collaborative approach was instrumental to our successful implementation of a reusable solution that is compatible with credit union data structures. The support they provided from initial scoping and design through testing and implementation enabled us to build a valuable product that we plan to use for years to come.

VERY IMPORTANT RELATIONSHIPS

Our VIP members strive to be ahead of the curve in development, speedy with deployment, and provide value in allowing credit unions to better serve their members. For us, they are proof points in our efforts to enable seamless data interactions as we continually move toward more open banking.

Get more information on VIP: vendorqa@jackhenry.com

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