JMARK + Community Banking:
A Partnership Breakdown

Technology has become increasingly complex, making it difficult and cost-prohibitive for many financial organizations to manage and maintain their IT infrastructure. JMARK's NetCare offering addresses this challenge through a comprehensive suite of IT services delivered by our highly skilled experts. With NetCare, you gain a more predictable budget and a robust IT infrastructure capable of supporting your business demands, and guaranteed outcomes. To give you a better understanding, we've outlined the details of what this offering covers and what you can expect from a JMARK partnership.

NETCARE DIVISION OF RESPONSIBILITIES:

ITEM	CLIENT	JMARK
Operations of IT		
ITM Responsibilities	Bank-procuring, installed, contracts, staffing	Connectivity Vendor support/troubleshoot
Policy Writing	Writing policies*	Minor changes as technology changes; ensure polices match up to board expectations
Compliance	Adheres to and enforces bank-specific policies and compliance	Adhere to and enforce IT related policies and security training
Core	Application champions SME's within core applications	Vendor support,++ manage connectivity, application updates**
Phone Systems	System owner, champion changes, tech support	Connectivity, hosted phone system contract management***
Physical Bank Security	All	Vendor support, manage connectivity
IT Audit/Exam Support	IT policies, budgets, strategic plans, committee and board meetings, core services documentation, administration, & management, ID theft protection	Pre-audit prep, work with auditors/examiners during the audit, exit interviews, remediation plans documented & reported to IT steering committee, board, or primary contact at the bank
Printers/Copiers/Scanners	General hardware/physical maintenance on the devices	Connectivity, vendor support, driver installs, print server support
Security	Internal incident response plan, sticking with budget and ensuring devices are within support	24x7x365 Monitoring, Management, and Support
Server Environment	Sticking with the budget and ensuring devices are within support	24x7x365 Monitoring, Management, and Support
Switch Infrastructure	Sticking with the budget and ensuring devices are within support	24x7x365 Monitoring, Management, and Support
Wireless ^	Sticking with the budget and ensuring devices are within support	24x7x365 Monitoring, Management, and Support
Workstations & Laptops	Sticking with the budget and ensuring devices are within support	24x7x365 Monitoring, Management, and Support, help desk support
Internet management	Signing a letter of authorization to give JMARK access to manage communication, signing all contracts	Connectivity, vendor support
Backups	Sticking with the budget, strategy, and ensuring devices are within support	Engineer a backup solution, business continuity, and DR strategy to meet the expectations and policies set by the board, monitors and manages 24x7x365, monthly test restores
Wiring & Cabling	Signing any quotes related to work needing performed	Source a reliable company to run cables, vendor support
Cloud/Hosted Applications	Correctly documenting what is and is not backed up to the cloud	Connectivity, vendor management^^
Patch Management	Leave computers/laptops on overnight	24x7x365 Monitoring, Management, and Support

NETCARE DIVISION OF RESPONSIBILITIES:

ITEM	CLIENT	JMARK
Business of IT		
IT Steering Committee Meetings	Lead & facilitate meetings	Attending and reporting on current state of IT & future expectations
Board Meetings	Lead & facilitate meetings	Available upon request to attend, present, or give input around anything IT related.
Technology budgeting & planning	Having a defined IT budget, be willing to collaborate and learn alongside JMARK	Prepare 5-year technology plan, budget out warranty renewals & hardware updates, help client budget and prepare for projects
IT Education	Reach out to JMARK about educational needs	Provide education-based presentations (if needed), educational programs^^^

* We do offer this as a separate service.

** Major upgrades are billed outside of the contract.

*** JMARK can offer hosted phone system solutions and if the institution goes through JMARK, we can help manage the contracts, but not tech support. Tech support is available through the provider.

^ As long as it's supportable by JMARK.

^^ If backups are hosted via cloud, we'd migrate them to one of our solutions unless the institution already has a supported solution. If the institution has specific services backed up through their core vendor, then we still like to have a cloud backup for the rest of their environment.

^^^ This service entails a separate contract.

+ Best in class is 6% of your operating budget.

++ JMARK does not provide core services.

As outlined above, the NetCare managed service program includes proactive monitoring, management, and support of your IT infrastructure, all for one monthly fee. In most cases, the benefits of hiring a team of experts through a managed service provider far outweigh the time, resources, costs, and risks associated with managing and training an internal team, especially in the event of a cybersecurity incident.

In addition, at JMARK, we recognize that we must earn your business every single day. Our goal is to deliver 100 percent customer satisfaction through technical excellence, impeccable customer service, straightforward communication, and unyielding integrity. We do this by providing a dedicated service team that focuses only on the banking industry. These engineers, technicians, and business technology advisors have dedicated themselves to understanding the specific ways that financial businesses use technology to create dynamic services that meet the challenges of this diverse industry. With their attention concentrated exclusively on banking, this team is able to track and anticipate technology trends and provide robust solutions for today's needs and long-term strategies for tomorrow's growth.

When you choose JMARK, you gain a technology partner who will always have your best interests in mind.

TESTIMONIALS:

> " *JMARK is available for any employee of our institution that needs assistance, no matter the size of the problem. We know the members of our support team on a first name basis and they feel like an extension of our company.*
> **– Jillian C.**

> " *Perhaps one of the most valuable benefits of our investment in JMARK's services, is that we have access to an entire staff of IT experts at a fraction of the cost it would take to maintain an effective IT staff and successfully manage our IT environment. Other values include the consistent security support and peace of mind that our IT infrastructure is sufficiently monitored and secured, provides flexibility for our business to grow without adding burden to our own IT staff, and collaborative approach to aligning our technology plan with our strategic initiatives.*
> **– Stacey B.**

> " *I crossed paths with JMARK in 2010 and have never looked back. To imagine our IT environment that exists today with only one employee and one external individual to oversee it all… well, I just CAN'T imagine! JMARK knows our network infrastructure, our environment, our branch structure, our people. They've helped us with tasks as simple as daily password resets and software installs, to patch management and vulnerability reviews, to projects involving network segregations, server replacements, evaluation of new services, IT planning for new branches or acquisitions, and audit/exam preparation… heck, they are even involved in direct discussions with auditors/examiners when needed!*
> **– Mary A.**

> " *JMARK is committed to our success. They have helped create new initiatives that improve our business operations. JMARK welcomes, and provides careful consideration of, any idea or suggestion we bring to the table, just as we welcome theirs. They schedule quarterly business reviews where we review our technology plan, service metrics, business objectives and challenges. It is a great accountability tool and allows both partners to provide feedback on the partnership performance. Vendors offer products and services and come and go based on opportunity. JMARK is invested in our relationship and is truly one of the most valued extensions of our business.*
> **– Deborah H.**

OTHER RESOURCES:

HOW IT CAN **SPEED UP** YOUR BUSINESS

How Much of Your **Budget** Should You **Spend on IT?** JMARK

JMARK | How to **Determine If Your IT** is On Point

JMARK