

## Core Systems – Collaborating to Better Serve Customers

Fortunately our bank clients are doing quite well despite the current economic situation that all Americans are facing. They have managed to quickly adapt to an ever evolving business environment, made adjustments to their operations, and continued to work hard to exceed their customers' expectations. Software and Management Associates (SMA) has a deep affinity with community banks because we are dedicated to strong customer service, just as they are.

Whether the economy is booming or slow, banks must still strive to improve their back office and data center operations. Their applications and servers need to be up and running for their employees, and any customer-facing systems must be available 24/7 to their customers. They can only grow their bank if they have a stable and well run technology infrastructure. Using our SMA OpCon/xps real time automation software, some of our client partners have been able to speed up processing in their data centers by 75 percent, while simultaneously eliminating many manual processing errors.

With automation software in place, IT staff /labor savings are tremendous. IT professionals that were previously burdened with mundane although crucial tasks are now free to work on more important projects – projects that generate more revenue, drive customer loyalty, etc. When repetitive daily, weekly and monthly computer jobs are automated and run error free, bank employees are more productive and happier and experience less job related stress. IT team members become more proactive and less reactive, and non-IT employees experience far less downtime while performing their daily jobs or while performing activities relating to their everyday jobs.

SMA's-OpCon/xps automation software supports virtually all computer platforms and our client partners are using it to monitor and control a wide range of servers: file, print, database, Exchange, Web, and even ATMs. We offer a complete data center solution that provides immediate productivity gains and bottom line impacts. We can automate processes from mainframes all the way down to desktops and literally save hundreds of keystrokes per day and SMA can assist banks with productivity gains regardless of their core system vendor.

SMA has consistently acted on the collaborative commitment to our clients since we were founded in 1980. Enhancements to our event driven technology software come directly from our users all over the world – via our exclusive annual SMARt Sessions user conference, face to face meetings, telephone conversations, and email suggestions. It is safe to say more than 95% of the modifications and improvements that we make to our software are a result of customer interactions, feedback and suggestions. Like banks, our focus and effort will always be for the benefit of our family of individual client partners and supporting them as they strive to achieve their goals, as well as collaborating with them to solve problems unique to their environment.



Michael W. Taylor has played an essential role in the ongoing evolution of SMA's presence in the automated workload management, event management and job scheduling environments. He is actively involved in all aspects of the company's business development and sales efforts in support of customers around the world. He joined SMA in 1981 and has held various computer operator and programming positions in the Houston office. In 1995, Mr. Taylor advanced to Vice President of Sales, in 1996, he became Executive Vice President and in 1997, he was named President of SMA. Mr. Taylor attended Texas A&M University in the computer science/information systems curriculum. Before SMA, he held positions of technical responsibility at the Port of Houston, Kestran, Inc. and Computer Sciences Corporation. Mr. Taylor also serves on the Board of Directors for SMA.