



MeridianLink Deploys KIVA Group's Respect™ Service Bus Integration Platform

KIVA's technology to help MeridianLink speed implementation of its software for new client institutions across multiple core processing systems

BEDFORD, NH and COSTA MESA, Calif., April 15, 2013 – [KIVA Group, Inc.](#) and [MeridianLink, Inc.](#) announced today that MeridianLink has installed the [KIVA Respect™ Service Bus \(RSB\)](#) integration platform to get banks and credit unions up and running more quickly with its account opening and loan origination solutions. Utilizing the RSB technology, MeridianLink will be able to facilitate communication between its software and new customers' core processing systems—with little or no programming impact to its solutions, the institutions' back-office systems and any existing integrations that either party has in place.

The KIVA Respect Service bus is an open architecture that applies a content-based routing approach to bridge the communication gaps between disparate systems. For financial institutions utilizing KIVA's unified customer interaction and experience management software, it enables different data sources, such as delivery channel applications, to “talk with one another” in real-time in a standard XML message format. The bus allows data sources to even bypass the core processing system if that route is not required to meet a particular need or request.

In this case, MeridianLink is utilizing the KIVA RSB platform to easily integrate its [XpressAccounts™](#) and [LoansPQ™](#) solutions with customer institutions' respective systems. Utilizing the service bus technology, the company will leverage its existing integrations with core processors and third party service providers to expedite integration for every new customer. The bus will allow MeridianLink to simply set business rules that seamlessly move and exchange data to and from its solutions, third party service providers, and its customers' back-offices. For example, when MeridianLink's account origination solution creates a loan file (i.e. vehicle, mortgage, etc.), it will send that file to KIVA's RSB where the bus will map the data to specific requests and forward them to the appropriate system for processing.

“The Respect Service Bus enables us to become system agnostic,” says Tim Nguyen, chief technology officer for MeridianLink. “KIVA's technology will give us the ability to get to market faster for each customer, regardless of which core processing system they use, by significantly reducing our integration and programming efforts.”

“The Respect Service Bus is helping financial institutions to breakdown information silos across the enterprise in ways not possible before. Likewise, the bus is giving MeridianLink a single platform and standard processes for sharing data amongst its internal applications and the multitude of customer systems that its software must communicate with,” said Michael Baker, president of KIVA Group, Inc. “We are pleased to expand upon our longstanding partnership by providing MeridianLink with integration technology that will deliver substantial paybacks for the company in time and hard dollars.”

About MeridianLink

MeridianLink, Inc., developer of the industry's first multi-channel account opening and loan origination platform, is a leading provider of enterprise business solutions for over 26,000 end users in the financial services industries. The company's passion for excellence is reflected in its web-based credit reporting, lending, and new membership/deposit opening technologies, which all enjoy solid reputations as being cutting-edge, reliable, and affordable. Based in Costa Mesa, California, MeridianLink is committed to creating "Smart Solutions" that deliver "Real Value." For more information, visit www.meridianlink.com.

About KIVA Group

KIVA Group is a global provider of customer interaction and experience management software for financial institutions. The Company's CRM/CEM, unified sales and service, and unified delivery channel solutions help institutions create a consistent, personalized experience for customers—with every interaction. The KIVA Respect™ open technology platform and multi-channel applications connect customer, product, sales and service information to give institutions an unprecedented ability to manage the whole customer relationship. With KIVA's software, organizations gain access to the current and historical interaction information they need – across multiple data sources – to provide exceptional service as well as identify and capture new sales opportunities. For more information, visit www.kivagroup.com.