



KIVA Group Joins the Symitar® Vendor Integration Program

Company Completes Integration with Symitar's Episys® Core Processing System

BEDFORD, NH, August 13, 2012 – KIVA Group, Inc. (www.kivagroup.com) announced today that through its membership in the Symitar Vendor Integration Program (VIP), the company has successfully integrated its Respect™ software with the Episys core processing system. By joining the VIP, KIVA has ensured that credit unions utilizing the Symitar platform will be able to easily deploy its Respect customer relationship management (CRM), unified sales and service and unified channel delivery solutions.

KIVA Group employed the SymConnect™ interface to complete its integration to the Episys system in June 2012 on behalf of one of AnyHour Solutions' credit union client institutions. The contact center services provider implemented KIVA's [Respect™ Call Center](#) solution last year to more transparently serve as an extension of its clients' call center teams. KIVA's software provides AnyHour with member profiles and detailed account history information for each of its client's members along with robust functionality for delivering an unsurpassed level of 24/7 member call support.

Using Respect Call Center, AnyHour is also able to provide its client institutions with real-time reporting on all outsourced call center activity. The company can present its credit union clients with a desktop view of the workflow activities generated from their respective member inquiries, which includes transaction details, requests for information, cross-sell opportunities and other follow-up activities. All of this information can now be seamlessly routed directly from AnyHour to its clients' Episys core systems—whether an institution runs Episys on-premise or via a data center.

“Our agents were able to catch on to using the KIVA Respect software very quickly—they love how intuitive it is,” said Rindy Oslund, operations manager, AnyHour Solutions. “The customer interface KIVA completed gives our call center the ability to provide a comprehensive level of member support. We look forward to extending the advantages of our outsourced services and the capabilities of the KIVA's technology to other Symitar Episys credit unions in the future.”

About Symitar

Symitar, a division of Jack Henry & Associates, Inc. (Nasdaq: JHKY), is the leading provider of integrated computer systems of credit unions of all sizes. Symitar currently serves more than 750 credit unions as a single source for integrated, enterprise-wide automation and as a single point of contact and support. Additional information is available at www.symitar.com. Video testimonials from Symitar clients are available at www.CU-Tube.com.

About KIVA Group

KIVA Group is a global provider of member interaction and experience management software. The Company's CRM/CEM, unified sales and service, and unified delivery channel solutions help credit unions create a consistent, personalized experience for members—with every interaction. The KIVA Respect open technology platform and multi-channel applications connect member, product, sales and service information to give institutions an unprecedented ability to manage the whole member 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 or contact us at +1.603.641.5482.