



## AURUM CONSULTING SERVICES

Aurum Technology offers a full range of Consulting Services to help you successfully navigate the ever-changing currents of the financial services market. With Aurum Consulting Services, you can leverage proven resources to tackle challenges like managing your network requirements, expanding your eBanking offerings, improving enterprise performance, enhancing customer profitability and deploying new products and services to your markets.

### Proven Expertise

Tap into Aurum's extensive pool of industry experts who can help you rapidly design, build and implement your chosen initiatives. With years of banking industry experience, our consulting professionals know your business. We understand your needs, the problems you encounter and the decisions you must make. And we apply that knowledge to offer sound recommendations for both strategic and tactical plans.

### Unmatched Service

One of Aurum's guiding principles is to *create relationships that accommodate the long-term success of our customers and ultimately their customers and members*. We create those relationships by providing the same excellent service in all we do. Consulting Services are no exception and our dedication to delivering professional service with a personalized touch means our customers reap the benefits of working with a true technology partner.

### Strategic Solutions

Aurum can help guide you through virtually any situation, challenge or new direction. Our Consulting Services encompass a broad range of issues – all backed by the same great service and proven expertise of Aurum's experienced consulting professionals. We offer comprehensive consulting in the following areas:

- ▶ Applications Consulting Services
- ▶ Merger and Acquisition Services
- ▶ Technical Consulting Services
- ▶ Systems Consulting Services

***"Aurum has become an extension of the First Niagara team, bringing valuable professional experience and consulting to the table."***

Rory Luckman  
Vice President for technology services,  
First Niagara Bank  
Lockport, NY

## Aurum Consulting Services

### Applications Consulting Services

Get the most out of your core system by tailoring it to fit your specific environment. Our robust core solutions offer a wide range of capabilities and Aurum Applications Consulting Services can unleash the power of our core systems to help you meet your objectives, increase processing efficiencies, and remedy current deficiencies. We start with a thorough Needs Analysis Review, working closely with you to identify opportunities for improvement. A detailed record of the results offers a guide to help you prioritize, assess, and implement the recommendations. And we offer complete Business Banking Consulting Services to help you break into the coveted commercial market.

### Merger & Acquisition Services

We offer a comprehensive suite of services that enable financial institutions to make smooth technical transitions during mergers and acquisitions. Leveraging more than 30 years of banking industry expertise, an experienced conversion team and proprietary technologies for data mapping and testing, Aurum has implemented its proven, step-by-step process to help customers nationwide make fast, accurate conversions – without disrupting their valuable customer and member relationships. Our proven process follows the five major milestones of a successful conversion: Data Analysis, Data Mapping, Quality Assurance, Data Review, and Live Conversion with ongoing support.

### The Bottom Line

Consulting Services is part of Aurum’s comprehensive family of solutions that make us a single-source provider for our valued customers. We offer the ideal combination of industry expertise and technical know-how to be a true technology partner, helping you achieve your goals with dedicated service and superior solutions. To learn more about Aurum Consulting Services, contact us today at **1-877-IT-AURUM**.

### Technical Consulting Services

Aurum Technical Consulting Services can help you accomplish your programming objectives with the speed your competitive market demands. Our staff works with you to define your goals, establish a plan and help you develop and deploy new product offerings – so you can stay ahead of your competition. Our Technical Consulting includes product development services for rapid creation of custom application solutions that enable your institution to quickly increase system capabilities with ease. For even faster implementation of custom applications, you can participate in our Co-Development Program to receive pre-release code for rapid implementation.

### Systems Consulting Services

From total automation solutions to support for individual procedures, Aurum System Consulting Services can help you improve your operations environment to save you both time and money. Our installation and optimization services include automatic systems and Unisys® upgrades—performed either onsite or remotely—to help you get the most out of your core processing solution. Our proactive maintenance and troubleshooting ensure your institution can weather any situation. And with our training, analysis and support, you can streamline your system operations maximizing your return on investment.

