



Choose A Product

DNA Datacenter		TotalPlus		LOS		IPTG	
1, 1		3		7, 1		7, 6	
1	Deposits	1,1	Core Deposits	1	Sound Software	1	Item Processing Center
2	Loans	1,2	RMS	2	Velocity	3	IS Check and Image Solutions
3	Financial Systems	1,3	Teller Support	4	Credit Card Module	4	eDeposit
4	ATM	2	Loans	5	Loan Navigator	5	IS Branch
5	Request Desk	3	Financial Systems	Financial Systems		6	Imagic
6	Operations Support	4	ATM	7, 2		7	IS Fraud, IS Verify and IS Recon
7	Technical Services	5	Request Desk	1	Financial Accounting Suite	8	eVision
DNA In-House		6,1	BARR or BEPS	2	Asset Liability Management	9	Omega
1, 2		6,2	Tims QM	3	Profit Vision	Transition Support	
1	Deposits	6,3	Interface Manager	4	TFM	8	
2	Loans	6,4	TBS or Direct Access	eCommerce		1	DNA
3	Financial Systems			7, 3		2	CUnify
4	ATM			1	eCB		
5	Operations Support			2	eCB SME		
6	Technical Services			Telephony			
CUnify		CyberBranch		7, 4			
2		4		1	TNT		
1	Deposits	1	Deposits	2	Telephone Banking		
2	Loans	2	Loans	Data Management			
3	Financial Systems	3	Financial System	7, 5			
4	ATM	4	ATM	1	Digital Document Systems		
5	Operations Support	5	Operations Support	2	cView or IMC		
6	Internet Banking	6	Internet Banking	3	Data Warehouse or Open Data		
		7	Request Desk				

After you choose a product

You will hear these options 1x

You chose 'X' product would you like to choose a different product? **9**

There are 'X' callers ahead of you. The current longest wait time in queue is 'Y' minutes.

Continue to stay on the line to speak with a product specialist. To speak with a general client care representative who can open a Compass case for you please press 2 now. **2**

Every 2 minutes you will hear

Do you want to leave a voice message for a specialist and get a callback same day? **1**

Do you want to disconnect and open a case yourself in compass?

File Transmission Issues?

DNA or TotalPlus:

From Open Solutions To Client/Vendor
1. Dial 888.443.5767
2. Options (2,3,5)

From Client/Vendor To Open Solutions
1. Dial 888.247.9727