

Momentum Systems Customer Profile

Huntington National Bank-Columbus, Ohio

www.Huntington.com

Ten year-old technology, a rapidly growing client base, increasing service levels, demand for new services and a mission to expand nationally are significant challenges that Huntington National Bank faced in 1998.

Huntington, a Momentum Systems customer since 1999, provided a summary of their procurement, deployment and usage experience with Momentum's Secure Network Gateway product suite. Ric Storts, Vice President, Application Support Manager for Transmissions and Lockbox, who was the driving force in selecting and implementing the Momentum solution, has first hand experience with the decision process, application and results. Today Huntington services approximately 3,000 transmission customers with, according to Mr. Storts, a service objective of providing "timely and reliable high speed file transfer for time critical applications." With Huntington's corporate mission of expanding their services nationally this level of quality service is a key to their success.

To get a better understanding of how and why Huntington selected Momentum Systems' solution, as well as the results they have experienced, we asked Mr. Storts a few specific questions.

- **What was the business or technical issue that drove you to seek a new file transfer solution?**

"The existing 10 year old system was out of date and no longer supported by the vendor. The vendor had no commitment to build and distribute a new system. We needed an easy to use product that would be highly reliable and flexible and that would support anything we wanted to do easily and quickly."

- **How did Momentum's products compare to the competition you evaluated?**

"At the time there was no real competition for Momentum. There were competitors but no competition in terms of price, features or functionality. Each one had some component that Momentum offered, but not everything. "

- **How exactly has Momentum’s products and services helped your organization? Specifically, what can you do now that you could not do before Momentum was installed?**

“We can do literally everything we could never do on the old system and everything we thought we needed to be able to do with a new system. One system can support everything including dial up, Internet and lease line communications. There is no limit to what we can do using the Momentum system alone or using other tools in conjunction with the Momentum system. Limitations of the old system restricted what we could do to the point where we could only process files for fewer than 12 applications averaging 4,500 sessions per month. On the Momentum system there is no limit to the number of applications we can process, currently averaging over 60 applications and 65,000 sessions per month. Upgrades and expansion are easy. We just recently added a second pair of servers with no impact to the staff or the existing system.”

- **What impact has this project had on your clients?**

“Setup time is very short and very easy to do. This is particularly important for customers inside and outside the bank with limited technical background. The system encounters very few processing errors but when it does they are easy to identify and resolve.

- **What impact has Momentum’s product had on your business?**

“We have new business relationships that we would never have been able to develop using the old system. The number is in the hundreds.”

- **Were there any mission-related projects you were able to implement because of the technology improvements?**

“Prior to implementing Momentum we were very limited in what we could and could not provide for secure Internet communications solutions. The Momentum software has completely eliminated those issues. Issues we encounter now relate to storage and file transfer speed because the files are so large.”

- **What specific bank applications or business processes does the Momentum solution support?**

”Currently we are processing just over 60 applications through two Momentum servers. Those include retail and commercial applications as well as internal initiatives. Transmissions include both data and image information. Lockbox, ACH, ARP, Loans, ATM, Mortgage, Commercial Loans and Trust are examples of the applications processed daily and monthly through Momentum. Momentum is primarily used for external file transmissions.”

- **What is your opinion of Momentum’s products and services?**

“The Momentum product does exactly what it was advertised to do and easily exceeded our expectations both in implementation and expansion.”

- **How, if at all, has the technology changed your attitude toward your work?**

“Momentum has made all of our jobs easier and more enjoyable, both in terms of the functionality delivered and support. It is one thing to say you have something that works. It is another to actually have something that works right all the time.”

About Huntington

Huntington Bancshares Incorporated is a \$36 billion regional bank holding company headquartered in Columbus, Ohio. Through its affiliated companies, Huntington has more than 140 years of serving the financial needs of its customers. Huntington provides innovative retail and commercial financial products and services through more than 380 regional banking offices in Indiana, Kentucky, Michigan, Ohio, and West Virginia. Huntington also offers retail and commercial financial services online at huntington.com; through its technologically advanced, 24-hour telephone bank; and through its network of almost 1,000 ATMs. Selected financial service activities are also conducted in other states including: Dealer Sales offices in Arizona, Florida, Georgia, North Carolina, Pennsylvania, South Carolina, and Tennessee; Private Financial and Capital Markets Group offices in Florida; and Mortgage Banking offices in Maryland and New Jersey. International banking services are made available through the headquarters office in Columbus and an office located in the Cayman Islands and an office located in Hong Kong.

About Momentum Systems

Momentum Systems, headquartered in Moorestown, New Jersey, provides high-performance business-to-business software that simplifies secure file communications. Momentum Systems’ Secure Network Gateway automatically exchanges files between an organization and its corporate clients with support for a variety of integrated communications protocols. Commercial Banks and Financial Service providers use Momentum Systems’ products to facilitate Cash Management information exchanges that are common and critical to these organizations, while Healthcare and Insurance organizations use the solution to exchange payment and provider information.

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