



NEWS RELEASE

Service Success Drives Retention and Revenue Results for DCI – *Customer Service and Satisfaction Key Influencers* –

HUTCHINSON, KAN., March 15, 2012 – DCI, a developer of core banking software and technologies for community banks, finished 2011 with its second-best year of revenues in company history, and near-perfect customer retention and satisfaction survey results.

The company retained 99.3% of its clients and secured early renewal for many client contracts due for renewal in 2012.

The company's 2011 satisfaction survey asked customers to rank DCI's performance in 33 categories on a scale of 0 to 4. The average score for all categories was 3.6, on par with the historical average.

The highest score, 3.8, was given to the category measuring a client's likelihood of continuing their relationship with DCI. Overall service and support remained at a high 3.7.

The reliability of iCore360®, the company's flagship browser-based software for bank data processing and management, scored a 3.6, and processing center effectiveness scored 3.8.

"These numbers prove that our approach to customer relationships is working," said John Jones, DCI president and CEO. "As long as we work side by side with our clients, using their input and suggestions to strengthen our products and service, we'll continue to enjoy positive results."

DCI was also honored with the [2011 BankNews Innovative Solutions Award](#) for iCore360®.

[The DCI 2011 Annual Report](#) was released on March 15.

About DCI

DCI is a privately-owned developer of award-winning core banking software and processing technologies for banks nationwide. DCI was founded by bankers in 1963, with several clients still serving as shareholders and board members today. DCI's flagship product, iCore360[®], is a native ASP.NET web-based core processing system for complete bank management, built around a single relational source of account data, transaction integration and automation that requires only a simple PC and web browser. Other key features include imaging, internet/mobile banking, ATM/card processing, teller automation, IT management, networking and data security.

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