**DCI Partners with Glia to Help Financial Institutions Provide a Superior Customer Experience**

HUTCHINSON, KAN — Data Center Inc. (DCI), the privately-owned developer of digital banking and fintech processing solutions, today announced partnership with Glia, the leading provider of Digital Customer Service (DCS), to boost usage of its GoBanking products by providing a superior customer experience through Co-Browsing, video, voice, and text chat.

Thanks to this partnership, DCI’s GoBanking solution enables financial institutions to engage their customers online and deliver a seamless digital experience, with the ability to effortlessly transition across all channels, including SMS, chat, voice, and video through Glia’s DCS platform. With enhanced digital communications, financial institutions can significantly boost customer satisfaction and improve their overall relationships with customers, by delivering minimized effort and better overall proficiency.

“Our partnership with Glia allows us to deliver seamless customer service interactions for our customers,” said Sarah Fankhauser, CEO and President of DCI. “That, in turn, helps them promote loyalty and trust with their customers, improve their efficiencies, and drive more revenue for their organization,” she added.

“The ability to meet customers online and provide a seamless on-screen experience is the cornerstone of digital transformation,” said Steve Kaish, SVP of Alliances at Glia. “Through our partnership, DCI’s community banks will be able to connect with customers more meaningfully and efficiently with Digital Customer Service. We are proud to work with a partner with deep roots in the community banking space that has recognized the power of customer service as a competitive differentiator for over half a century.”

Find out more on how DCI and Glia make seamless digital customer experiences possible for community banks nationwide, by visiting [www.datacenterinc.com](http://www.datacenterinc.com).

**About DCI**

DCI is the developer of the award-winning iCore360® core banking software, plus iCoreGO® digital banking and fintech processing solutions for community financial institutions nationwide, including those using other core platforms. DCI is privately owned by a group of bank clients, with several serving as board members and user group leaders. DCI also provides private ATM network/card management, FrontLine™ teller software, custom analysis, risk/vendor management, and more. For additional information about DCI, visit www.datacenterinc.com or contact info@datacenterinc.com.

**About Glia**

Glia is reinventing how businesses support their customers in a digital world. Glia's Digital Customer Service (DCS) solution enriches web and mobile experiences with digital communication choices, on-screen collaboration, and AI-enabled assistance. Glia has partnered with over 300 banks, credit unions, insurance companies and other financial institutions worldwide to improve the customer experience and drive business results. Named both a Deloitte Technology Fast 500™ company and a Great Place to Work (with a 97% employee satisfaction rating) for a second year in a row, Glia continues to achieve broad industry recognition and customer service thought leadership including publishing the definitive book on DCS with Wiley. The company has raised over $150 million in funding from top investors. To learn more, visit glia.com.