



THE FUTURE OF  
FINANCE IS OPEN

PHOENIXEFE®

# CREDIT UNION OVERVIEW





# The Need For The Extended Financial Enterprise

**Despite today's challenging economic and regulatory environment, credit unions can deliver high-quality services and products at unprecedented levels of efficiency and personalization.**

They have the opportunity to differentiate themselves, capture market share and create operational efficiencies that ultimately make them more profitable. Unfortunately, these opportunities often go unrealized—hindered by manual processes and a patchwork of legacy technology that just can't work in unison.

The solution is an enterprise-scale approach to technology—one that breaks through the functional silos of legacy systems, streamlines service delivery and produces both superior member experiences and transformational efficiency gains.

Fortunately, one solution provides the key to these challenges and answers the call to improve service, increase efficiencies and help you leverage opportunities: PhoenixEFE.®



# Introducing PhoenixEFE®

More than core, PhoenixEFE® is an integrated enterprise software platform that combines Finastra’s proven, real-time core processing with market-leading channel solutions.



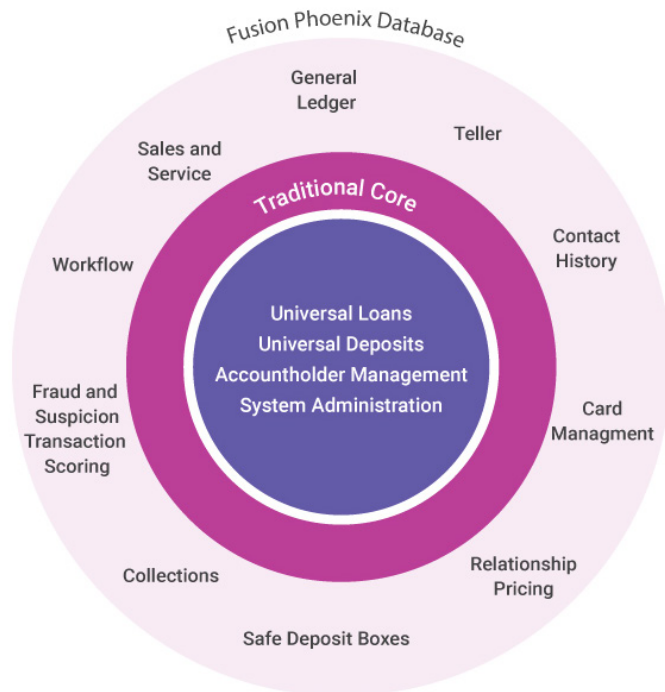
PhoenixEFE® Core includes universal loan and deposit servicing, member management, general ledger and system administration.”

### PhoenixEFE Core

At the heart of PhoenixEFE is PhoenixEFE Core. PhoenixEFE Core is a thoroughly modern-architected solution built using Microsoft® technology which lends itself to a number of advantages, including lower cost of ownership, open database architecture and improved usability.

PhoenixEFE Core includes universal loan and deposit servicing, member management, general ledger and system administration.

Unique to PhoenixEFE Core, traditionally extra-core modules like teller, collections, relationship pricing, sales & service, fraud management and card management are all housed inside the PhoenixEFE Core database, meaning that access to data from all of these applications comes from one location. This ensures that consistent information is available throughout the entire enterprise, and that adding and maintaining member records is simplified and streamlined. Reporting and analysis is also made easier with drag and drop report-building capabilities from within the same database.



## The power of PhoenixEFE is amplified exponentially with the integration of PhoenixEFE Core with Finastra channel solutions.



A combination of tools enabling you to conduct extensive marketing research and analysis, integrate and launch campaigns across the enterprise.”

PhoenixEFE® Core can be run in-house or as an outsourced solution. Additionally, outsourced PhoenixEFE Core clients can leverage Compushare C3 solution from Finastra—a unique cloud platform built specifically for the financial market that simplifies your security, redundancy, performance, accessibility and management of your IT infrastructure.

### ***PhoenixEFE Core + Best of Breed Channel Solutions***

The power of PhoenixEFE is amplified exponentially with the integration of PhoenixEFE Core with Finastra channel solutions, bringing together a wide-range of proven, specialized software into a single environment more easily managed in the back-office, and providing even more workflow and interface efficiencies for your staff and members. Additionally, the ability to select from multiple solution offerings in many cases allows credit unions to build just the right enterprise system at the right time—with the ability to grow and evolve as your business expands.

The enterprise capabilities of PhoenixEFE include:

#### **Risk Management**

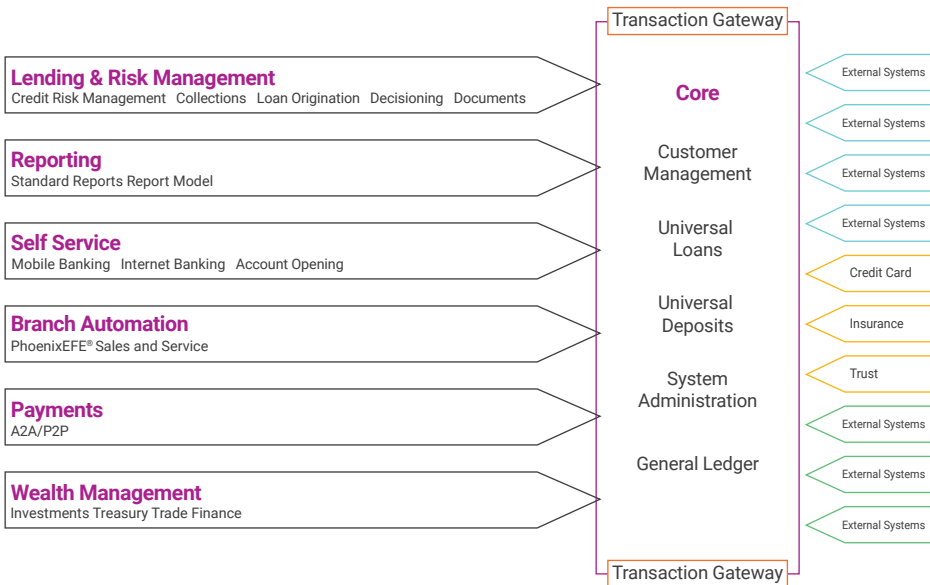
Unified solutions to help you manage credit, operational and compliance risk. Extensive portfolio analysis capabilities help you identify exposures and trends in various industry sectors, monitor credit risk within the portfolio and continuously monitor concentration levels. For operational and compliance risk, your staff has a unified view of member exposure combined with flexible transaction controls, auditing and reporting tools.

#### **Lending and Compliance**

End-to-end business member, consumer and mortgage lending capabilities that automate every stage of lending.

#### **Business Intelligence**

A combination of tools enabling you to conduct extensive marketing research and analysis, integrate and launch campaigns across the enterprise. A powerful report writer empowers your staff to make decisions based on analysis from reports they create themselves. In addition, a flexible performance dashboard keeps key operational metrics always at hand—for any of your staff. Integrated multi-channel campaign management allows you to leverage the front line as a channel for needs-based, intelligent product offers.



**Self Service**

Mobile and Internet-based self-service solutions for consumers and business members that enable real-time convenience and straight-through processing automation. PhoenixEFE enables members to open and fund accounts, manage their accounts, and conduct other transactions at their convenience and at the location of their choosing.

**Branch Automation**

Easy-to-use teller, including shared branch processing, sales & service case management, origination, and branch and

teller capture capabilities linked in real time to account servicing and transaction processing capabilities. PhoenixEFE contains flexible, multi-channel account origination options for the branch, call center and online.

**Payments**

A comprehensive suite of payment solutions, including EFT (ATM, signature and PIN-based debit processing), bill payment, image capture and exchange services, ACH processing, payroll distribution and statement rendering, and electronic bill presentment and payment for businesses. Integrated card

management eliminates the need for duplicate entry of new debit card members. Additionally, PhoenixEFE enables members to make person-to-person (P2P) payments and account-to-account (A2A) transfers. Our Card Payments debit and credit services offers strong marketing support to help you maximize your card portfolio.

**Enterprise Fraud Management**

Through a strategic alliance with Verafin, Inc., Finastra offers FRAML software, enabling a financial institution’s fraud detection and BSA/AML compliance professionals to quickly respond to out-of-the-ordinary activity. Enterprise Fraud Management extends beyond existing product-specific protections, such as currency transaction reporting within our teller systems.



## Core Has Evolved



PhoenixEFE Core is endowed with a number of features that will help your credit union delight members and save you time and money.”

### Microsoft architecture makes PhoenixEFE® easier to deploy in the bank by allowing the bank to run the solution on off-the-rack hardware.

Using a single, Microsoft SQL Server database and PhoenixXM—the PhoenixEFE® Web services integration tier—keeps PhoenixEFE Core open and enables a more complete member view than any other core processing solution, providing your staff with quick and easy access to member information at their fingertips—reducing the number of clicks required to find information and the time it takes to service members. PhoenixEFE uses unique “adapters” to provide easy access to data and transaction processing capabilities from external systems, such as credit card, trust and insurance. The PhoenixEFE single database also means that traditionally extra-core features such as teller, contact history, sales & service and collections, among others, are all housed in one database meaning a comprehensive and consistent 360-degree member view is always accessible.

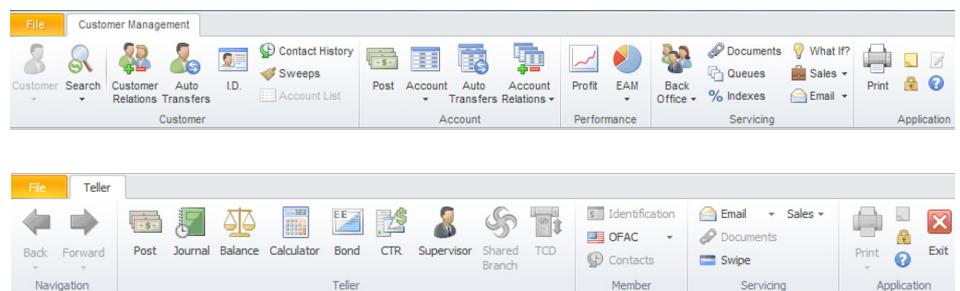
Microsoft architecture also makes PhoenixEFE Core easier to deploy in the credit union by allowing the credit union to run the solution on off-the-rack hardware—no expensive server racks to purchase and maintain. Your credit union will also

realize cost-savings in staff training time. Using the familiar Microsoft Office ribbon-style interface means a more seamless experience for staff members learning the software and less time spent learning and searching unfamiliar menus for functions they need to access in order to serve members.

Microsoft architecture also brings built-in integration to familiar Office applications such as Word, Excel and Outlook, uniting the most common tools used at the credit union with PhoenixEFE Core. Data from PhoenixEFE Core easily exports and interfaces with these productivity applications, facilitating member communications, appointments, call queues and data analysis. Microsoft Active Directory allows the credit union to leverage single sign-on capabilities across PhoenixEFE Core and channel solutions.

PhoenixEFE Core is also endowed with a number of features that will help your credit union delight members and save you time and money, including:

- Workflows: Fusion Workflow Manager™ allows common tasks and processes

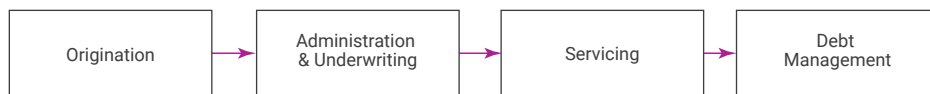




in PhoenixEFE to be defined and automated, ensuring policies and procedures are maintained and consistency is applied each time a business process is initiated.

- Universal loans and deposits: Allows consistent management and servicing of all loans and deposits, regardless of type, in PhoenixEFE Core. No more logging in to a separate mortgage or business member lending application to access information or perform maintenance. You'll ease training time and improve efficiency by offering staff a familiar interface and workflow no matter which account type they access.
- Sales and Service: PhoenixEFE helps front-line staff automate servicing, update member contact history, make product offers, manage referrals, provide product comparisons and track performance.
- Unlimited product types: Don't allow your core to limit your product management initiatives. The flexible architecture of PhoenixEFE Core enables unlimited pricing options, product types and support for cross-collateralization.
- Optional modules: PhoenixEFE Core is flexible, with available modules like Relationship Pricing, Flexible Checking, Automated Savings, eStatements and much more, allowing you to build the comprehensive solution you need to accomplish your strategic initiatives.

With the extension of PhoenixEFE Core to include integrated, best-of-breed channel solutions from Finastra, you can do more, more efficiently!



**Risk Management**

**Deliver Superior Member Service**

To create superior member experiences across all the channels you serve, everyone in your institution must have easy access to the same member information. With PhoenixEFE, everything starts with your members.

**360-Degree Member View \*\* PhoenixEFE Core + PhoenixXM**

PhoenixEFE goes beyond typical member information like name, address, accounts and balances, to provide real-time access to member exposure, profitability, entitlements and comprehensive personal information (including financial statements, image identification, employment history and member contact history), and external account such as credit cards, trust and insurance, giving your entire enterprise quick access to a "single version of the truth." Training across multiple roles is easier because all your employees access member relationship information in the same way.

**Managing Sales Referrals and Service \*\* PhoenixEFE Core + Sales & Service for PhoenixEFE Core**

Great service and successful selling are inextricably linked. Consistent, responsive service lays the foundation for

understanding member needs and making appealing offers. PhoenixEFE helps your staff streamline servicing tasks, while anticipating sales opportunities with every interaction. Inbound service requests can turn into cross-sell opportunities; proactive outbound selling campaigns benefit from disciplined coordination and follow-up from anyone on your team.

**24/7 Self-Service Access \*\* PhoenixEFE Core + Cavion® + uOpen™ + DPXPay™**

These days, creating a superior service experience also means giving more control and convenience to the member, so they can serve themselves. PhoenixEFE achieves this goal by providing access to member data from any channel and by eliminating credit union staff intervention in the processing of transactions (within defined risk management controls). PhoenixEFE Core affords the ability to offer your members transactions and information through Internet and mobile banking—all integrated with PhoenixEFE Core. Your members can enjoy online deposit and loan account opening and funding, P2P and A2A money movement and bill pay, among other self-service options.

## PhoenixEFE is specifically designed for business, consumer and mortgage lending.



For business member loans, PhoenixEFE manages origination, analysis, underwriting, documentation and executive reporting.”

### **Automated End-to-End Lending**

In today's environment, managing your lending operations as separate silos is risky and potentially costly. PhoenixEFE Lending & Compliance is designed to help you automate every stage of your lending operations. PhoenixEFE is specifically designed for business, consumer and mortgage lending. The result is a unified technology environment that helps you eliminate duplicate data entry, proactively manage credit risk and gain new levels of efficiency in your operations.

### **Origination and Underwriting \*\* PhoenixEFE Core + LaserPro® + DecisionPro® + CreditQuest™ + Mortgagebot®**

The data gathering, decisioning and documentation workflows for origination and underwriting vary widely among business member, consumer and mortgage loans. PhoenixEFE offers a variety of specialized applications tailored to the business member, consumer and mortgage origination workflows. At the same time, the industry leading integration of PhoenixEFE makes boarding all of those loans more efficient and more automated.

For business member loans, PhoenixEFE manages origination, analysis, underwriting, documentation and executive reporting. For consumer loans, the PhoenixEFE consumer credit application processing capabilities combine automated decisioning and origination workflow management to reduce credit and operational risk. For mortgage loans, PhoenixEFE provides critical business process management, integration and

connectivity across the mortgage supply chain, enabling lenders to integrate service providers into their business processes.

Credit applications of all kinds are then updated in real time with data from the enterprise member database of PhoenixEFE. If the applicant is already a member, all the necessary data elements are populated in the loan application, reducing the chance for error and eliminating manual data entry.

Data from each of these applications then passes seamlessly to PhoenixEFE compliant documents offering federal and 50-state document compliance with application and closing capabilities for business member, consumer and residential real estate lending. Once underwritten, loans are then boarded automatically into the universal loan servicing area of PhoenixEFE.

### **Loan Servicing \*\* PhoenixEFE Core**

PhoenixEFE offers your institution one universal loan servicing application for business member, consumer and mortgage lending. Unlike other core processing systems, which often separate these functions—and duplicate account number structures and member records—universal loan servicing in PhoenixEFE enables you to consolidate your loan operations, cut training costs and eliminate manual processes.

PhoenixEFE supports all traditional functions in the areas of installment, both direct and indirect, mortgage, line-of-credit and business member lending. Core capabilities include participation,

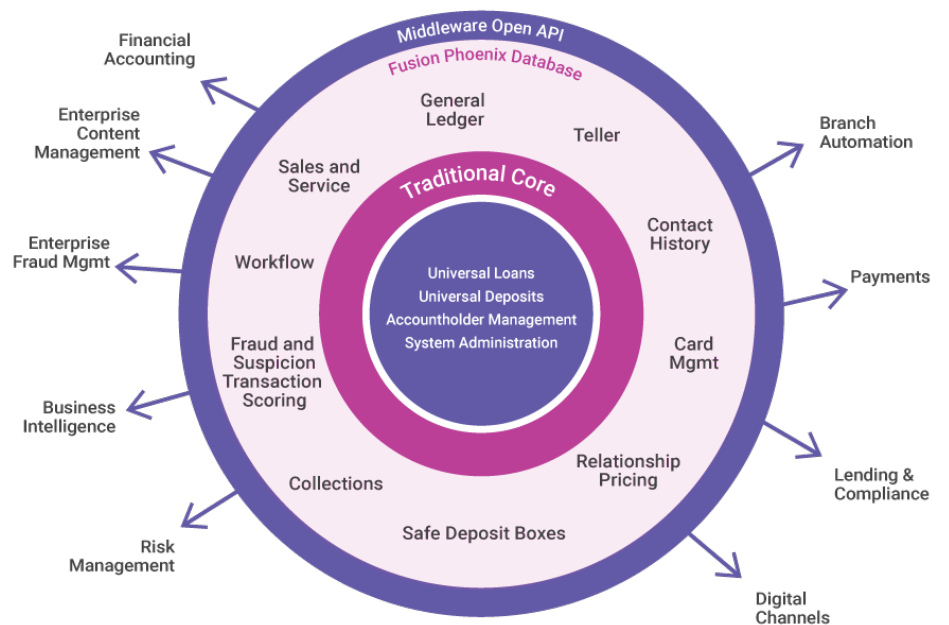
loan accounting, charge-off tracking and collections management. Line-of-credit lending features support personal, executive and home equity lines. Construction loans are also supported.

**Debt Management \*\* PhoenixEFE Core + Collections for PhoenixEFE Core**

Collections for PhoenixEFE Core helps automate impaired loan processing, for all types of loans, using real-time access to the same account, member and transaction information used for servicing. Using work groups, work queues and tasks, Collections for PhoenixEFE provides your financial institution with powerful resource management tools to track and process follow-up actions throughout your collections process.

**Risk Management Across Your Portfolio \*\* PhoenixEFE Core + CreditQuest**

Senior risk management and executive level staff need a tool for consistent analysis of their entire business member portfolio. Data can be viewed and reported on from the portfolio level down to single member and specific accounts. The portfolio manager provides the ability to identify, analyze and report on concentration risk, perform stress tests and monitor key performance metrics.



# Making It Easy to Serve and Retain Business Member Relationships

### **Making It Easy to Serve and Retain Business Member Relationships**

Businesses are run by people. Business owners have a need to manage both personal and business relations, so why should your core processing system segregate personal and business accounts?

PhoenixEFE provides a number of integrated features and applications that make managing business member deposits and loans easier for you, and help business owners better and more easily manage all of their accounts—from one place.

### **Strong Support for Business Member Lending** \*\* PhoenixEFE Core + CreditQuest

PhoenixEFE manages origination, analysis, underwriting, documentation and executive reporting. Business Member loans are entered into the system just like consumer loans. The flexible architecture enables unlimited pricing options, product types and support for cross-collateralization. PhoenixEFE Core also supports business member loans that exceed lending limits by allowing them to be sold to unlimited investors. Additionally, PhoenixEFE Core provides the ability to establish commitments and an unlimited number of subordinate sub-commitments, and then tie loans to the commitment or sub-commitment.

### **Strong Support for Business Member Deposits** \*\* PhoenixEFE Core

PhoenixEFE Core provides options for managing how account analysis

is performed on deposit accounts, enabling you to model different product feature scenarios in order to optimize your offering. Accounts can be analyzed independently, or multiple accounts can be analyzed as a group. Deposit account analysis is based on the Association of Financial Professionals Account Analysis format.

Account Analysis determines the type and average balance amount required to offset service charges generated from activity on an analyzed account(s) in an analysis group. The reserve-adjusted balances maintained in an account are converted to an Earnings Credit Allowance that can be used to offset analyzed service charges accumulated during the analysis period. The system performs analyses automatically, at user specified intervals, for all specified accounts and groups.

Deposit account analysis provides information about interest paid, fees assessed through various channels and other account activity so you can determine if servicing costs exceed your financial institution's compensation from fees or balances.

### **Products and Services to Help Business Owners Manage Their Businesses** \*\* PhoenixEFE Core + Payments

PhoenixEFE Cash Management functionality, including ACH Company Originations and Positive Pay processing, is part of our Straight Through Processing (STP) capabilities. STP is where all business rules are managed and maintained by the core system. Plus,

as an added benefit of STP, all data is transmitted in real time "straight through" from the Internet banking system to the core, eliminating the file handling and management headaches often associated with batch processing systems.

Adding value for your business member account holders in order to assure retention is made easier with Finastra's Payments options, including Merchant Services, electronic bill presentment and payment and P2P payments. These services make it quicker and easier for your business members to accept payments.

### **Improve Efficiency with Next-Generation Technology Architecture**

At the heart of PhoenixEFE Core is a high performance transaction processing and account servicing engine that takes full advantage of a unified platform. It uses Microsoft technologies throughout every tier of the architecture, from the development environment to the user experience, integration to the database and server operating system.

Our approach to PhoenixEFE® Core architecture affords the following key benefits:

- Standardized Microsoft technology platform across the financial institution
- Enables the lowest total cost of ownership
- Meets expectations of an emerging workforce and next generation leaders
- Eliminates technology silos and critical SMEs
- Seamless integration with desktop (Microsoft Office)



“

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## At the heart of PhoenixEFE® Core is a high performance transaction processing and account servicing engine that takes full advantage of a unified platform.



The open architecture on which the PhoenixEFE® Core database is built affords open and easy access to member and account data.”

Additionally, the open architecture on which the PhoenixEFE Core database is built affords open and easy access to member and account data with the following benefits:

- No “hidden” data—all data is available
- Data is stored in “plain English”
- Database natively supports a CRM-centric view of the member and the organization
- “360 Degree Member View” Integrating non-core data such as credit cards, trust accounts, investments, etc.

All of this openness provides numerous time and money-saving benefits, including allowing non-technical business users at the credit union to create reports and conduct analyses using PhoenixEFE Core data without the need for technical training or SQL Server® skills. Additionally, the open database in PhoenixEFE Core allows for:

- Freedom to use your favorite ODBC-compliant reporting tools, including Microsoft Reporting Services, Microsoft Excel, Crystal Reports, etc.
- Freedom from legacy restrictions
- Unlimited products, rates, etc.
- Unlimited user-defined fields

### PhoenixXM Web Service

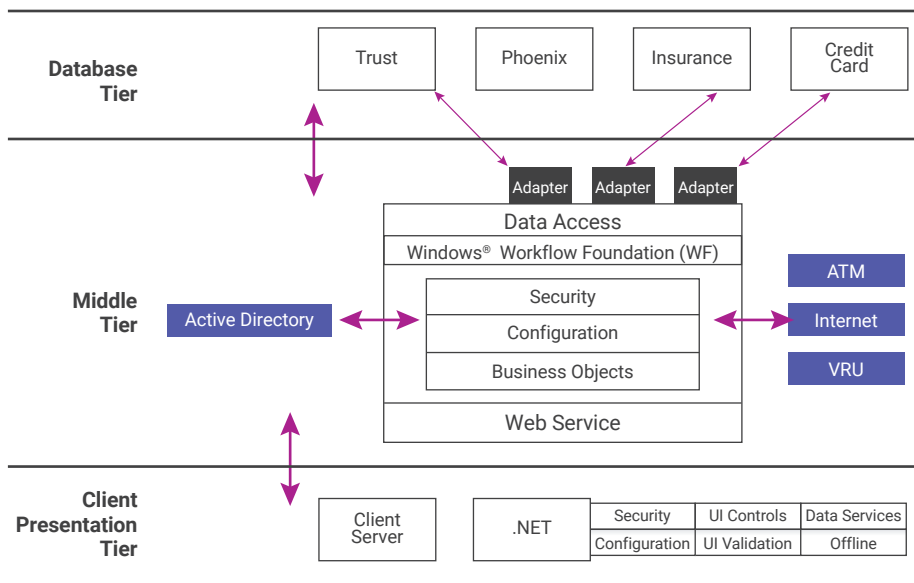
PhoenixXM is a Web service implemented within a service-oriented architecture that uses industry standard XML format. PhoenixXM manages business rules and

enforces data integrity so that PhoenixEFE Core, a third-party or your own internal development team can focus on their product rather than worry about the core system. Some key benefits offered by PhoenixXM include:

- PhoenixXM is a common Web services platform used by PhoenixEFE Core and other integrated Finastra solutions so that all PhoenixEFE Core enhancements also become available to third-party applications
- No hidden functionality—all PhoenixXM functionality is available to everyone
- The unique “adapters” architecture of PhoenixEFE also gives your institution the ability to easily access data and transaction processing capabilities from external systems, such as credit cards, trusts and insurance
- PhoenixXM is forward and backward-compatible. PhoenixXM protects the integration investment in third-party products and internally developed applications

PhoenixXM supports the following functionality:

- Financial transactions (Teller, ATM, VRU, Call Center, Platform, Internet Banking, etc.)
- Account creation (Origination)
- Selected updates (Platform, Call Center, Internet Banking, etc.)



### A Better User Experience—For Business Users, Technical Staff and End-Users

It's simple—a better user experience means greater productivity for your staff. Built using the Microsoft Smart Client model in the .NET development framework, PhoenixEFE Core delivers familiar, rich user experiences that are easier to deploy and manage than browser-based approaches and far more efficient than traditional client/server applications.

#### Key Benefits

- Centralized deployment of upgrade
- Offline Store & Forward support
- Rich, familiar user interface
- Microsoft Office Integration

- PhoenixEFE Core features a ribbon-style toolbar similar to the toolbar in Microsoft Office. Ribbons are the modern way to help users find, understand and use commands with a minimum number of clicks
- The application toolbar is clean and uncluttered, which lowers training costs and accelerates new user adoption
- Efficient user interface for common tasks
- Intuitive and predictable for ad-hoc tasks
- PhoenixEFE single sign-on service integrates key PhoenixEFE applications with Microsoft Active Directory®, allowing users the convenience of using one password to access all the applications for which they are authorized—even for test and production databases

### Professional Services to Help You Maximize Your Technology Investment

Implementation, training, support and professional services from Finastra are designed to guide, prepare and support you starting from the moment your contract is signed and continuing throughout the life of your relationship.

Development Services for PhoenixEFE Core consists of an entire team available to work one on one with your credit union to design new features and functionality that help you meet your strategic objectives. Many of the most popular modules available today for PhoenixEFE Core began as custom projects requested by clients. Finastra will walk your team through the entire development process, including design specifications, programming, implementation and training. Of course, your financial institution will also benefit from our highly tuned product and industry expertise which will keep your project within scope.





## About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today –spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit [finastra.com](http://finastra.com)

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