

Fusion Essence

# CREATE THE DIGITAL FUTURE OF YOUR BANK

You focus on your customers, we help you meet their demands

## Imperative 1

### Vendor's Customer Centric Focus

Engaging with customers and measuring customer satisfaction is no longer an option, it is a strategic imperative. Finastra achieves this through:

- Unified customer-led engagement across the business
- Recognised industry leader in customer experience
- Multi-faceted customer engagement programme
- Consistent cross-functional measurement of customer health
- Customer feedback loop and ownership of corrective actions

FinastraSuccess

#### 5 imperatives

when selecting technology and solutions for a retail banking digital transformation

1 Vendor's Customer Centric Focus

### Finastra at a glance



**35+**

years of industry expertise



**276**

global retail banks relying on Finastra for core banking systems



**1,200+**

clients using the Finastra Connect customer program



**250M+**

retail accounts



A global customer base that reaches more than 2,000 customers in 125 countries



"Best customer engagement activity" award 2016 B2B marketing



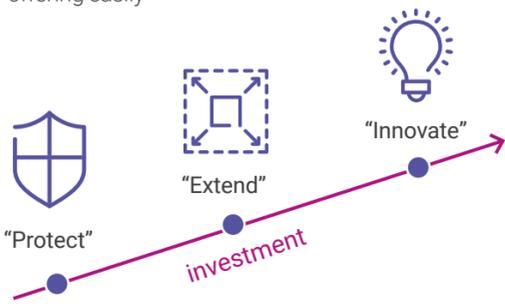
**95%**  
client retention rate\*

higher than the average industry benchmark

### Supporting the longevity of your investment

- Protect / Extend / Innovate – product strategy to protect and support your investment
- Offers banks unlimited flexibility to extend their offering easily

- Broadest banking capabilities – from retail to corporate to capital markets, investments and risk



### What analysts say about us

“

Misys's banking platform offers broad banking capabilities. The vendor defined its misys fusionbanking banking platform around 25 modules. The banking platform comes with broad retail and corporate banking capabilities and private banking functionality. Overall, its banking capabilities are second to none.”

Jost Hoppermann,

Vice President, Principal Analyst (serving application development & delivery professionals), Forrester Research, The Forrester Wave™: Customer-Centric Global Banking Platforms, Q3 2016

FORRESTER

### Key partnerships with top industry partners

accenture

BIAN  
Banking Industry  
Architecture Network

IBM  
Business  
Partner

\* Retention rate measured on a dollar for dollar basis against opening maintenance (RLF) revenue balance and excludes any incremental additions from new sales throughout the year or price increases in the calculations

Misys and D+H joined forces to create the third largest Fintech company in the world.

[Find out more about Finastra](#)

