



THE FUTURE OF  
FINANCE IS OPEN

RETAIL BANKING

FUSION PHOENIX

**MORE IN THE CORE — A COMPREHENSIVE,  
DYNAMIC CORNERSTONE THAT  
FUTURE-PROOFS YOUR BUSINESS**

# Challenges Need Forward-Thinking Solutions

The constantly changing economic and regulatory environment means community banks and credit unions must find opportunities to be competitive.

They both have to focus on satisfying the demands of the digital-savvy consumers and leveraging emerging technologies that augment strong business practices, break through functional silos of legacy systems, simplifies internal processes, and provides superior accountholder experiences.

With the changes in the marketplace, community banks and credit unions must 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 and attractive to consumers. Unfortunately, these opportunities often go unrealized—hindered by manual processes and a patchwork of legacy technology that just can't work in unison, nor with emerging technology.

Fortunately, one solution provides the key to these challenges and answers the call to improve service, increase efficiencies and leverage overall growth opportunities: Fusion Phoenix, a dynamic and comprehensive banking core that future-proofs your business.

⊕ **Hover over image to enlarge diagram**

Figure 1: Challenges in core banking section

Perspectives of Change - comprehensive functionality is crucial

## Changing the Core Banking System – The Agony of Choice



# Fusion Phoenix – Real-Time Processing Built On Microsoft Technology

Most existing core banking systems were built in the 1970s, so their ability to integrate with emerging technologies is restricted. Fusion Phoenix is modern and built to be future-proof.

Fusion Phoenix brings together modern, proven, real-time core processing with forward-thinking architecture that allows financial institutions to recognize advantages now and in the future. One of the only banking core systems on the market that is entirely built using Microsoft technology, it lends itself to a number of advantages including lower cost of ownership, open database architecture and improved usability.

## Eliminating Technology Silos

Because all transaction processing and account servicing is housed within Fusion Phoenix, community banks and credit unions benefit from key features such as seamless integration with Microsoft Office and no hidden data. It meets the expectations of an emerging workforce and next generation leaders while eliminating technology silos that can hinder operations and accountholder service.

## 100% Access to All Data

All of this openness provides numerous time and money-saving benefits, including allowing non-technical business users to easily create reports and conduct analyses, use popular ODBC-compliant reporting tools (Microsoft Reporting Services, Microsoft Excel, Crystal Reports, etc.).

## Familiar User Interface

Fusion Phoenix uses dashboards that mimic the toolbar ribbon in Microsoft Office programs, thus assuring that learning the system is intuitive and uncomplicated.

## 360-Degree Accountholder View

Fusion Phoenix goes beyond typical accountholder information like name, address, accounts and balances, to provide real-time access to accountholder exposure, profitability, entitlements and comprehensive personal information, 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 accountholder relationship information in the same way.

## Managing Sales Referrals and Service

Consistent, responsive service lays the foundation for understanding accountholder needs and making appealing offers. Fusion Phoenix helps your staff streamline servicing tasks, while anticipating sales opportunities with every interaction. Inbound service requests can turn into cross-sell opportunities with the ability to track sales referrals at the branch and employee level.



of executives expressed concerns about their current core system.<sup>1</sup>



of IT budgets are spent on maintaining legacy systems.<sup>1</sup>

1. 2016 study by NTT Data Consulting

2. Aite, 2016, Leading US Core Banking Vendors

By the end of 2018, 700 US financial institutions will sign contracts for new core banking solutions.<sup>2</sup>



# An Open API Architecture Keeps Fusion Phoenix Relevant Today and in the Future

Fusion Phoenix's open API architecture makes it easier to deploy by allowing the community banks and credit unions to run the solution on off-the-rack hardware or in a hosted environment.

## The Architecture of Fusion Phoenix

The fully-open API means that third-party, internal, or other Finastra products fit easily and cleanly into the core to ensure accurate transfer of data in and out. Fusion Phoenix's middleware open API is a web-service implemented within a service-oriented architecture using industry standard XML format, and manages business rules and enforces data integrity.

Fusion Phoenix uses unique 'adapters' to provide easy access to data and transaction processing capabilities from external systems, such as credit card, trust and insurance. The 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 accountholder view is always accessible.

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 community banks and credit unions. This means that data is easily exported for reporting purposes, analysis, and more.



Crossroads Bank went from entering the same data into three different systems to one with Fusion Phoenix.



Because banking solutions are being developed so quickly and from a variety of nontraditional solution providers, an adaptable, open architecture system lets financial institutions react to changes in this ever-changing environment.”

Preparing for and Growing in the Future, Finastra



# Features and Functionalities — More in the Core

Fusion Phoenix does more because it includes more, so that one system gives community banks and credit unions the functionality needed to ensure efficiency, consistency and reliability.

## Uniformity with Functionality Built-In

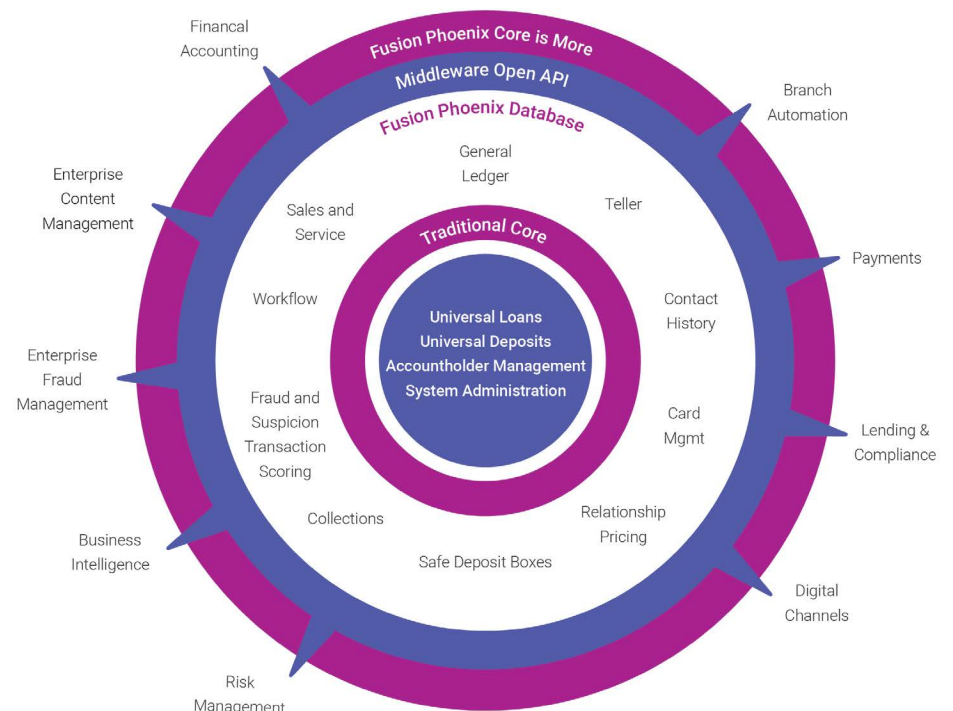
Each function is housed inside the Fusion Phoenix database, so access to data from these applications comes from one location, with no need to purchase additional modules. This ensures consistent information is available throughout the entire enterprise.

- **Universal Loans** - service business and consumer accounts on the same platform with complex commercial loan functionality for those that require multiple rate and payment schedules throughout the life of the loan. Legal lending limits provide immediate access to the borrower's total outstanding debt.

One universal loan servicing application for commercial, consumer and mortgage lending that consolidate operations and reduces costs. Supports all traditional functions in installment, mortgage, line-of-credit and commercial lending. Core capabilities include participation, full shadow accounting, charge-off tracking, construction lending, escrow accounting, and dealer tracking.

- **Universal Deposits** - service business and consumer accounts on the same platform with cash management sweep and account analysis functionality built-in.
- **Accountholder Management** - gives the ability to have a 360-degree view of each accountholder and see all the accounts they are tied to, regardless of their ownership, e.g. personal, business, co-signer, guarantor, etc.
- **System Administration** - the 'brains' of the system, where all controls, products, and employee security are set up and maintained.
- **General Ledger** - built into the core, and reduces the need for activities that are traditionally performed manually.
- **Teller** - as part of accountholder management, posts real-time, real-time memo, or a combination of the two. Supports remote-supervisor override.
- **Contact History** - provides staff with a single place to record and view communications with accountholders. When integrated with Outlook, can sync to show outbound emails and scheduled appointments.

Figure 2: More in the Core



Fusion Phoenix goes beyond the traditional banking core systems with features and functionalities built in and open APIs for simple integration with third-party, internal or other Finastra products.



# More Features and Functionalities, More in the Core

Each function is housed inside the Fusion Phoenix database, so access to all data comes from one location, with no need to purchase additional modules.

- **Card Management** - ATM, signature and PIN-based debit processing with integrated card management eliminates duplicate entry for card controls.
- **Relationship Pricing** - allows for multi-tier loyalty programs that can automatically increase deposit rates, decrease loan rates, or reduce any fee based on FI determined qualifications.
- **Safe Deposit Boxes** - displayed as part of the 360-degree accountholder view, and supports billing, feeing, and recording of visits.
- **Collections** - provides collectors with the ability to see real-time information for both overdrawn deposit and past-due loans using work groups, work queues, tasks and user-defined Word templates for letter creation.
- **Fraud and Suspicious Transaction Scoring** - identifies suspicious activity coming from any channel with customizable suspicious transaction scoring controls. Fraud alerts allow for real-time notifications at your teller line.
- **Workflow** - embedded workflow manager allows common tasks and processes in the core to be defined and automated, ensuring policies and procedures are maintained, and consistency is applied each time a business process is initiated.
- **Sales and Service** - establish sales goals at the branch or employee level, and provide the ability for staff to set up and track referrals.





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### 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. 90 of the world's top 100 banks use Finastra technology. Please visit [finastra.com](https://finastra.com)

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