

FUSION DIGITAL CHANNELS MOBILE BANKING

Adapt to the Changing Lifestyle of Your Customers with 24/7 Mobility



Fusion Digital is a real game-changer when it comes to winning market share, particularly among the younger generation.”

Hal Boshier
CEO, Yoma Bank

Customer expectations for mobile banking are high and rising. Finastra has extensive experience of the design and development of mobile and tablet services that are easy and enjoyable to use.

Finastra's Mobile Banking is part of a whole Fusion Digital Channels offering. It can be extended with Mobile Personal Financial Management functionalities such as saving goals and budgets, or Digital Sales components that turn your mobile app into an effective sales channel.

Supporting all major mobile operating systems, Mobile Banking enables banks to offer their customers innovative mobile banking functionality and reduce time to market. Finastra's Mobile Banking is out-of-the-box integrated with Fusion Equation and Fusion Essence core banking systems.

Mobile Banking brings next-generation mobile banking to all the most popular smartphones. It provides applications for iOS and Android platforms.

It includes cost-effective security components and can be used anytime on the go. Flexible business components mean Mobile Banking can be implemented quickly, with full implementation support offered.

The system offers a wide range of banking services, completing the transformation of smartphones into ubiquitous mobile banking platforms and enabling you to supply a perfect tool with which customers can manage and control their finances.

Customers can keep track of their income and expenditure and use a variety of payment options, including bluetooth and pay-to-phone payments. Public functionality is included to engage potential customers, while all users benefit from attractive visuals and easy-to-use payment methods.

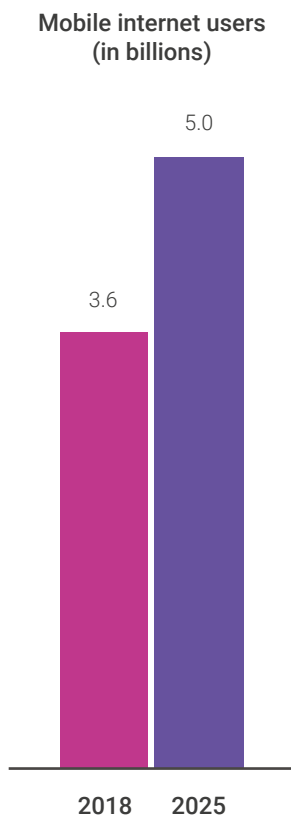
The Fusion Digital Channels' Mobile Banking

Fusion Digital Channels' Mobile Banking has been specifically designed to meet the demands of today's mobile users and the latest generation of mobile platforms.



1.4 billion more people will be using the mobile Internet by 2025.”

GSMA Intelligence:
The mobile economy 2019



When it comes to mobile banking apps, user expectations are high. Smartphones have revolutionized the way people use their mobiles. The number of people browsing the web, downloading apps, games and news or joining social media networks via phone has risen significantly. So, to adapt to these breakthroughs and meet new customer requirements, we've delivered a best-in-class banking app for banks with a drive to innovate.

Front-Office

The mobile platform is part of a complete front-office digital banking solution adopting an omni-channel approach with a mobile-optimized ergonomic design. A continuously extending set of unique features will help you out-innovate your competitors.

Integrates Seamlessly

The flexible system dovetails with your existing online banking platform, with the capability to integrate directly with your core systems. Fusion Digital Channels Mobile Banking is pre-integrated with Finastra core systems, but it can also be integrated with 3rd party core systems.

Easily Customizable

Built on open Java standards, it leverages Finastra's Digital Engine concept which bridges the gap between customization and upgradeability; by keeping the core modules untouched during upgrades, ensuring compatibility. The Digital Development Kit enables you to expand your service offerings quickly, whilst maintaining your customizations.

Bank Anytime, Anywhere

The Mobile Banking front end enables banks to provide customers with first-class services that go way beyond mere transactions. You can update your customers about new offers, rates and services—effectively turning mobile banking into a real-time communication platform by using alerts, internal and push messages.

Complete and Customizable

The system offers full functionality for the major mobile platforms as a smartphone app. The open API allows you to introduce cross-platform as well as platform-specific content.

High Level of Security

The system offers leading security, based on real two-factor authentication for online banking. It includes standard token functions, such as one-time password, challenge/response and transaction signing, alongside extra features like QR code signing and signature templates for speed and convenience. Moreover, TouchID and FaceID can be used as an authentication method.

Manage Your Mobile Banking Channel

Through the Administration Console you can configure the system yourself, manage your translations, customers and employees—or communicate with your customers through internal messaging.



Finastra helped us to build mobile banking services that are intuitive and very easy to use.”

Caj Sjöman

Head of Mobile Banking, Ferratum



Excellent Customer Experience and Smart Tutorial

Across devices Mobile Banking provides a clean and easy-to-navigate interface without waiting for pages to download. Our native application uses built-in mobile features to keep the experience consistent. The design responds to user behavior and environment based on the screen size, orientation and operating system of a device. It offers real native components, with eye-catching animations, based on the mobile OS, and is fully tablet-ready. Mobile Banking guides the user through the basics in a very visual way. The user can navigate with swipe gestures between the tutorial steps.

Becoming a Customer

Fusion Digital supports registration and onboarding right from the app opening screen. User can pick from a variety of banking products after a short registration process. Once the application is approved by the bank, the user will be able to use his app seamlessly, just like a full customer.

Easy Access Features

The application supports several features that can be accessed without authentication. Some are available for everyone, such as the ATM/branch locator, or the bank's currency exchange rates. There are also several features that active users can access, for example comfort zone (balance indicator without sensitive details) or mobile widgets integrated using iOS and Android widget standards. They allow effortless financial updates.

Relevant Information

The home screen includes several widgets, to help the customer obtain quickly the most relevant information and access key functionalities shortcuts. For example, the Comfort Zone widget helps to visualize the customer's current balance while the Fresh Things widget presents the latest transactions. User can reconfigure the dashboard based on their needs and use only the relevant widgets in the chosen order.

Service Requests

The Service Request function allows the bank to turn paper-based forms into digital requests from mobile or online channels. Forms can be managed and extended without development or need for a new app version. Through the application banks can launch new services or products in a matter of hours..

Customer Inquiries and Transfers

The system handles inquiries relating to accounts, deposits and cards, all through the mobile application, reducing processing costs for the bank. Customers can process payments by QR code, Bluetooth or by phone number, transferring funds between their own accounts or to a third party. Bill payments and standing orders can be managed through mobile. Also corporate customers can use the app to authorize transactions initiated by other users of the company.

You can also manage your cards (change status, limit or PIN code), term deposits, or standing orders directly from the app.

Ferratum Group Offers Mobile Banking Services at Ground-Breaking Speed



The Virtual Bank for the New Generation

Location-Based Services

Due to the capabilities of modern smartphones, the application can provide information on the current location of the device, enabling users to easily find the nearest ATM or branch. Current location and directions are seen on Apple or Google.

Push Messages

Push messages provide a simple and secure channel to send messages directly to your customers at no cost. You can send personalized information straight to customers' pockets about card transactions, balances, term deposits and credit card warnings.

Smartwatch

As an extension of the smartphone app, you can also access Smartwatch application on Apple Watch or Android Wear devices to get financial updates directly to smartwatch.

Intelligent Authentication Levels

The application can run in three different authentication levels that determine the range of the available functionalities and their behavior.

Peer-to-Peer Payments

Mobile Banking helps your customers to initiate banking transactions quickly. If there is a need for an immediate payment, rapid payment information can be shared peer-to-peer between the parties involved via bluetooth or NFC.

Case Study: Ferratum Group

Ferratum Group is a thoroughly modern bank, operating as a digital-only institution. Ferratum offers fast, convenient financial services, loans and savings, both online and on mobile devices.

Caj Sjöman, Head of Mobile Banking at Ferratum, explains: "A solid mobile banking platform is the key to success in today's market. Traditional, in-branch banking is no longer enough for a new generation of tech-savvy customers, who want financial services available in the palm of their hand."

Looking to take mobile banking to the next level, Ferratum evaluated a wide range of vendors and products before selecting Finastra's Fusion Essence software.

Caj Sjöman recalls: "During our search, we found that Finastra is one of the few vendors that offers a comprehensive front-to-back solution with full integration. We were able to get the back-end up and running straight out of the box so we don't have to worry about what goes on behind the scenes—leaving us with more time to focus on the customer-facing part of the app."

With the new mobile app in place, Ferratum can truly offer 24/7 retail banking services on demand. This enables customers to open up to three new accounts in different currencies, and obtain multi-currency debit cards—all in five minutes.

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

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Corporate Headquarters

4 Kingdom Street
Paddington
London W2 6BD
United Kingdom

T: +44 20 3320 5000

