



Fusion Phoenix

The core choice

Build your foundation with a modern core that is
ready for today and tomorrow



Are you running your core system or is your core system running you?

Replacing a legacy core system is no longer the nightmare it once was. Knowing how a core replacement will affect each function in your bank or credit union is a crucial first step in starting the process and evaluating your needs.



Perspectives of change - comprehensive functionality is crucial

Before changing the core

Challenges need forward-thinking solutions

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

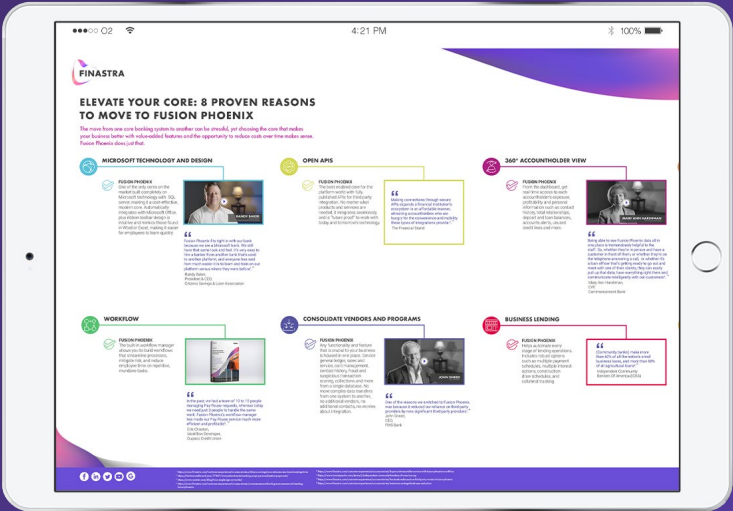
They both have to focus on satisfying the demands of the digital-savvy consumers and leveraging emerging technologies that augment strong business practices, break through functional silos of legacy systems, simplify internal processes, and provide superior account holder experiences.

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.

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.

A core choice: Explaining the value of changing banking core systems

Elevate your core: 8 proven reasons to move to Fusion Phoenix



The core choice

Fusion Phoenix – The core choice

Most existing core banking systems were built in the 1970s, so their ability to integrate with emerging technologies can be cumbersome. New core vendors have yet to prove themselves in scope or reliability. 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 account holder 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, using 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 account holder view

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

Managing sales referrals and service

Consistent, responsive service lays the foundation for understanding account holder 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.

APIs and the cloud

Open APIs that connect you to the world, and the strength of Microsoft’s Azure cloud

Fusion Phoenix’s open API architecture allows for easy integration with other Finastra and third-party solutions. Being deployable on Microsoft’s Azure makes it groundbreaking.

Open APIs to connect with the world
As one of the only cores on the market built on Microsoft technology, Fusion Phoenix’s open APIs make it fully adaptable to emerging technologies. This 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.

Additionally, Fusion Phoenix is indisputably the best enabled core for the platform world. Its technical flexibility allows financial institutions to engage with developers that bring unique products to the table via platforms like FusionFabric.cloud.

Fusion Phoenix, meet Azure
In an industry milestone, Fusion Phoenix is now deployable in Microsoft’s trusted Azure cloud.

Community banks and credit unions can take advantage with benefits in reduced total cost of ownership, an operational expenditure model, quicker reaction to failures, and hyper scalability. They can consume rather than own and run core applications, freeing up IT resources to focus on competitiveness and growth. Together with Microsoft, Finastra offers some of the highest standards of security, resiliency, performance and operating excellence.

Fusion Phoenix clients have achieved these results



Watch how Commencement Bank uses Fusion Phoenix’s open architecture, ease of use and intuitiveness to enable exceptional customer service

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** - One universal loan servicing application for commercial, consumer and mortgage lending. Have complex commercial loan functionality for multiple rate and payment schedules throughout the life of the loan, legal lending limits based on borrower's total outstanding debt, and traditional functions in installment, mortgage, line-of-credit and commercial lending. Fundamental capabilities include participation, full shadow accounting, charge-off tracking, construction lending.

- **Universal deposits** - Service business and consumer accounts on the same platform with cash management sweep and account analysis functionality built-in.
- **Account holder management** - Gives the ability to have a 360-degree view of each account holder and see all the accounts they are tied to, regardless of their ownership, e.g. personal, business, co-signer, guarantor, etc.
- **System administration** - Where all controls, products, and employee security are set up and maintained.
- **General ledger** - Built into the core, reducing the need for activities that are traditionally performed manually.
- **Teller** - Posts real-time, real-time memo, or a combination of the two. Supports remote-supervisor override.
- **Contact history** - Provide staff with a single place to record and view communications with account holders. Can sync to show outbound emails and scheduled appointments when integrated with Outlook.



Watch: FMS Bank reduces nine third-party vendors with Fusion Phoenix

“One of the reasons we switched to Phoenix was because it reduced our reliance on third-party providers by nine significant third-party providers.”

John Sneed, CEO

FMS Bank

Fort Morgan, Colorado

Each function is housed inside Fusion Phoenix, 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 account holder 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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In the past, we had a team of 10 to 15 people managing Pay Pause requests, whereas today we need just 3 people to handle the same work. Fusion Phoenix's workflow manager has made our Pay Pause service much more efficient and profitable."

Before changing the core	The core choice	APIs and the cloud	Features and functionalities
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THE FUTURE OF FINANCE IS OPEN

Finastra is unlocking the power of finance for everyone by creating a platform for open innovation in the world of financial services.



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About Finastra

Finastra is building an open platform that accelerates collaboration and innovation in financial services, creating better experiences for people, businesses and communities. Supported by the broadest and deepest portfolio of financial services software, Finastra delivers this vitally important technology to financial institutions of all sizes across the globe, including 90 of the world's top100 banks. Our open architecture approach brings together a number of partners and innovators. Together we are leading the way in which applications are written, deployed and consumed in financial services to evolve with the changing needs of customers. Learn more at [**finastra.com**](https://finastra.com)

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