



FINASTRA SERVICES

**GET MAXIMUM
VALUE FROM YOUR
FINASTRA SOLUTIONS**



**(THE FUTURE OF
FINANCE IS OPEN**

Time for Change

The banking landscape is changing fast. Around \$90bn of profits will soon be at risk. Banks need to act fast to maintain customer trust and stay competitive.

Challenges and Opportunities

1. Transformation

Low valuations, digitalization and new regulations are all driving the need for banks to transform quickly and efficiently.

2. Efficiency

With a growing regulatory burden and increased pressure to improve return on equity, banks have no choice but to become more efficient.

3. Disruptive technology

Open banking and technological advances are enabling new competitors to create innovative services that chip away at bank revenues. At the same time, developments such as blockchain and AI present opportunities for banks that are agile enough to seize them.

Trends and Drivers for Change

With significant revenues at stake, growing competition and dissatisfied customers, banking is ripe for disruption.

Analysts Celent say banks must be ready to respond to eight technology trends:

1. Open APIs
2. Self-service banking
3. Security
4. Machine learning and its potential
5. Distributed ledger
6. Digitalization
7. Next-generation CRM
8. Faster payments



[Watch to discover how Finastra Services is designed to help you boost the impact of your Finastra solutions](#)

Finastra Services: Better, Faster, Safer

With Finastra solutions, you've chosen the platform and components that can transform your business to meet the challenges of today and the future.

Finastra Services helps you to get the maximum return on investment from your Finastra solutions, with better outcomes that are achieved faster and safer.

We aim to reduce the total cost to achieve, time to value and total cost of ownership (TCO).

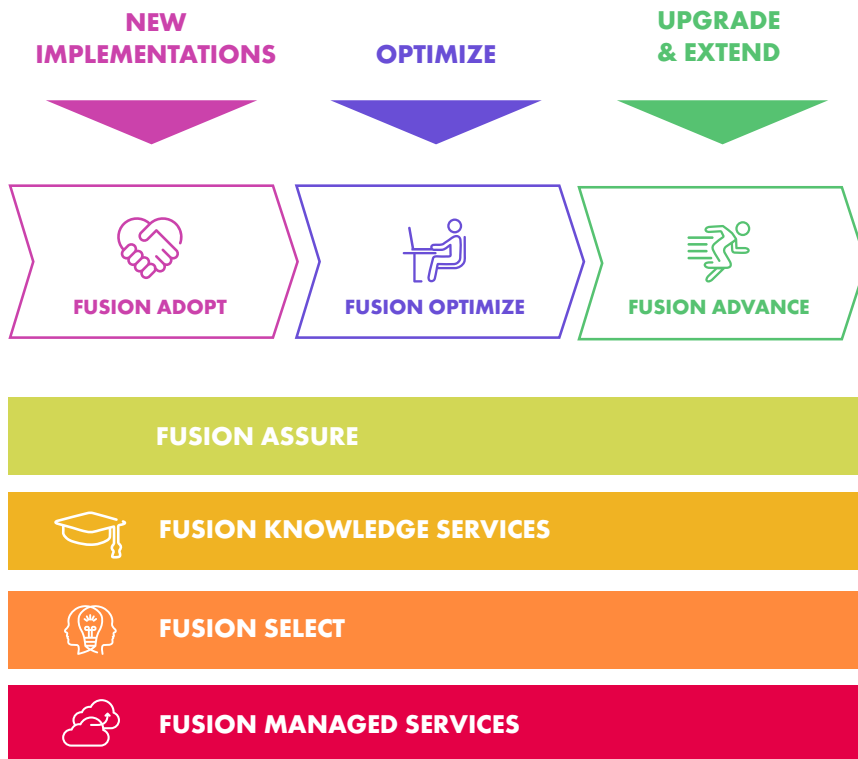
 **Click each icon for more information**



From Implementation to Upgrade

We use proven methods and processes to optimize the ROI and time to value from your chosen Fusion solution, in three evolutionary stages. We also offer expert verification and training for customers and partners, as well as premium engagement and managed services for customers that would benefit from them.

⊕ Click each icon for more information



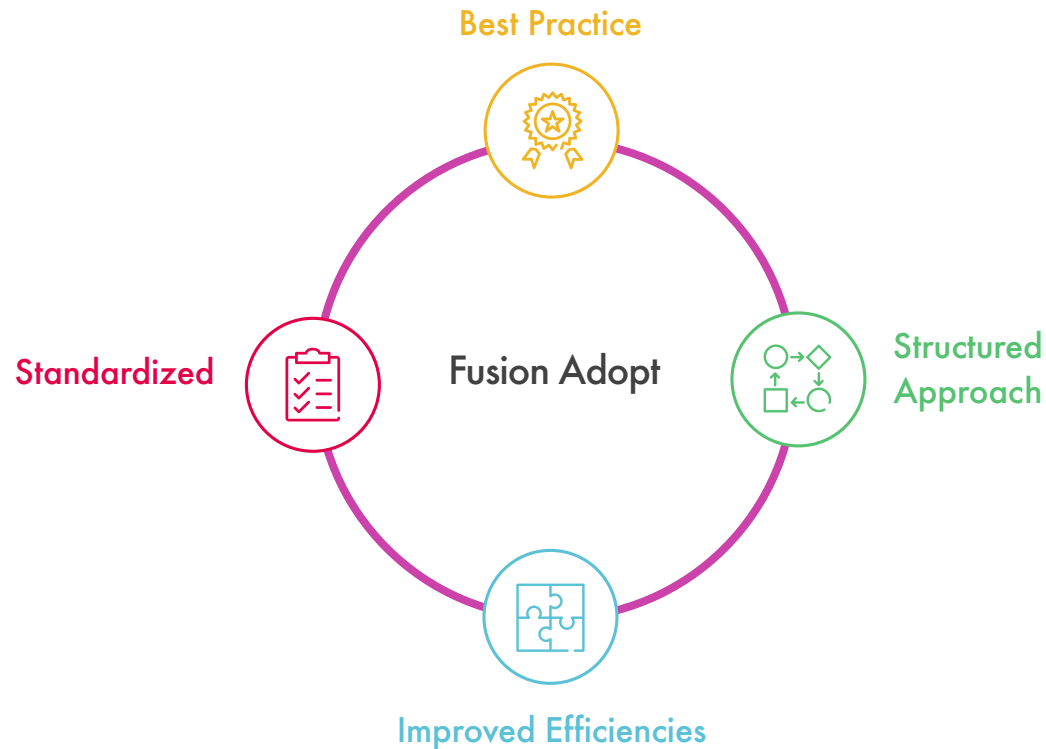
Fusion Adopt

Proven, best-practice implementation and delivery

When you choose a Fusion solution for the first time, our teams work with you to implement it based on your requirements, market best-practice, proven techniques and with minimum disruption and risk. Our approach is designed to reduce the cost to achieve, time to value and total cost of ownership for your organization.

The Fusion Adopt difference:

- Model-led implementation approach with best-practice designs
- Structured, sequential delivery with Fusion Method
- Simple, practical approach that reduces costs and improves quality and speed
- Standard processes, procedures and documents during implementation



“

Working with Finastra is just like working with one of our own internal teams. They have a very clear understanding of our business goals and are committed to helping us realize our vision of first-class, transparent, banking services.”

Dr Aamir Matin

CIO and Head Strategy
Habib Bank

“

Finastra always gives us care and attention to help us overcome challenges and find better ways of working. We have a great relationship with Finastra and we regard them as a true partner.”

Hal Boshier

CEO
Yoma Bank

Fusion Optimize

Maximizing value in-use

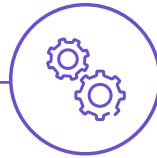
With a choice of system optimization and extended support, we help you to get the optimum performance and TCO from your chosen solution.



We currently use a Finastra support team, eleven on-site and four offshore, with responsibility for a range of activities including helpdesk support, fix testing and project go-live support. This has been the best decision we've made, since it allows my team to focus on strategic initiatives and move our business forward.”

Refilwe Kekana

Development Head IT
Standard Bank of Africa



System Optimization Services

Solution Specific Optimization

Architecture Review and Design Authority

Systems Advisory Review

Health Checks



Extended Support Services (ESS)

Business Critical Support

Support Level Upgrade

Ad Hoc Services and Outsourcing

Support Enablement

China ESS

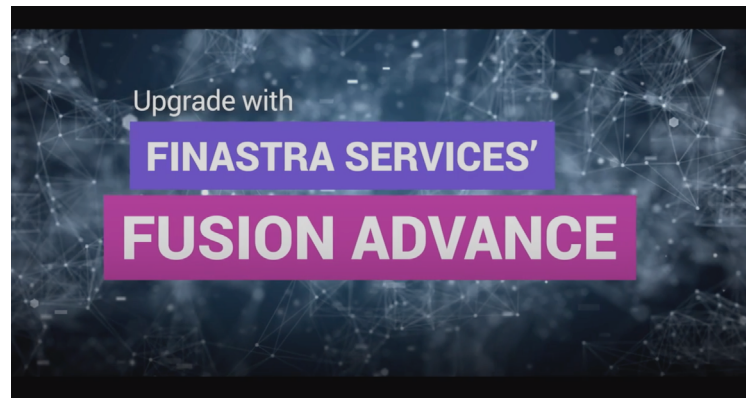
Fusion Advance

A new approach to upgrades

Upgrades should provide fast time to value while causing minimal disruption and risk, and leaving you with more agility than you had before. That's the thinking behind Fusion Advance.

- Most assessment, build and testing done remotely at a Finastra Accelerated Delivery Center
- Client test-ready solution delivered for testing on your site, minimizing demands on your team
- On-premise upgrading available
- Upgrade components designed for easy re-use, adding value and agility with minimal impact on business as usual.

With much of the work led remotely from a Finastra Accelerated Delivery Center, Fusion Advance is more efficient and less invasive than traditional upgrade processes. Your IT and business resources can deliver a successful upgrade for much less effort.



Find out how Fusion Advance is designed to improve the way upgrades are carried out, boosting your agility with minimal disruption and risk



Low touch, Accelerated Delivery Center led

High touch, onsite led

“

We completed the upgrade of our core banking system on time and on budget— enabling us to fast-track product innovation. The expertise and the comprehensive support of Finastra Global Services enabled us to upgrade our system seamlessly without causing any downtime.”

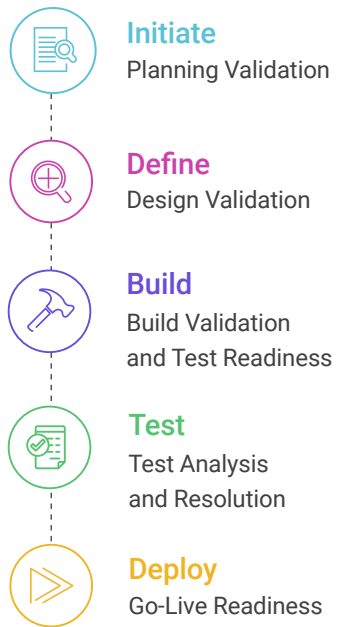
Toufic Abi Farraj

Head of IT Department
BBAC

Fusion Assure

Supporting successful partner and customer-led delivery

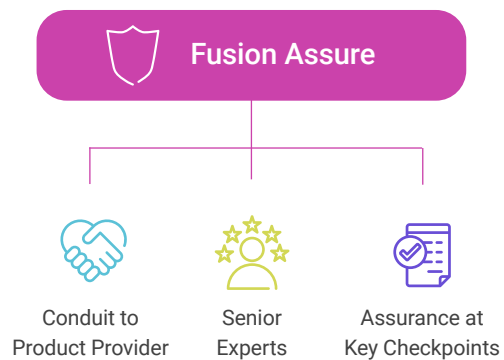
Essential: Validation at Five Key Stages



Validation
Engagement
Alignment

Enhanced: Additional Support for Critical Activities

For Finastra implementations and upgrades that are led by partners or clients, we offer expert validation to support consistent quality and reduce risk throughout the project. From scoping to go-live, we can help customer projects move forward as smoothly as possible.



See [Tim Goodhind](#) explain the benefits of Fusion Assure for both our partners and our customers



Fusion Knowledge Services

Expert knowledge, expertly delivered

Fusion Knowledge Services is designed to help you conveniently and effectively maximize the impact of your Finastra Solutions. Our comprehensive training options embed valuable expertise throughout your organization.

Training is valuable when it's effective; boosting your return on investment, ensuring efficiency and staff engagement to reduce attrition as well as heightening productivity and reducing risk.

What can we provide?

- A variety of pre-packaged extensive training programs, or take advantage of our Training Needs Analysis to design a bespoke program tailored to your company.
- A range of learning delivery channels tailored to the main learning styles for both technical and functional training.
- Online training providing flexibility to learn anywhere, anytime.
- Simulation-based training options, using our **Show me, try me, test me** approach to accelerate learning and boost retention.
- Certification across a broad range of Finastra solutions, showcasing the investment from you and your team to realize the benefits in employee engagement and retention.

Knowledge Services Offerings



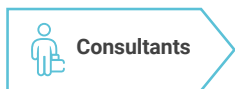
Train anywhere, anytime with **online learning**



Certification to showcase your investment in your people

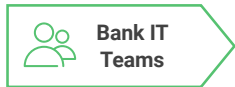


On-premise **workshops** led by our experts



Consultants

Implement, optimize and upgrade efficiently



Bank IT Teams

Confidently use and run programs



Business Users

Maximize value from solutions



John Ivey
Director
Fusion Knowledge Services


Watch to learn how Finastra Knowledge Services works to boost employee engagement, productivity and efficiency

Fusion Managed Services

Spend your time where your business needs it and let us handle the rest.

Fusion Managed Services is aimed at those who wish to increase business focus on core priorities, whilst maximizing benefit from their Finastra solutions, efficiently and reliably.






Whether you're growing and scaling or transforming your business, we understand that to achieve your goals, you need to deliver effective service using your Finastra solutions. Outsourcing non-core activities can enable you to concentrate on strategic objectives whilst reducing risk, accelerating value and maximizing ROI, with a managed service tailored to your requirements.

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- **Software** – Finastra and ecosystem components
 - **Platform** – Secure, resilient, high performance infrastructure
 - **Services** – For implementations and upgrades
 - **Management** – Support, operations, governance
 - **Updates** – Delivery and ongoing management of change

Core Components:

- Application Management: Relieving the burden of the day-to-day management
- Hosting and Infrastructure Operations: Infrastructure and services required to run Finastra solutions

Fusion Managed Services is geared to:

-  Increase Focus
-  Accelerate Value
-  Maximize Predictability
-  Optimize TCO
-  Aid Enablement and Adoption



We have delivered an effective solution at a fraction of the cost that we would usually take at the bank, thus using our shareholder's capital in a more effective fashion. In the end, we have produced a simple solution that is a first in the world. ”

Paul Gladigau

Divisional CIO, Institutional Business Bank
Commonwealth Bank of Australia

Partnership and collaboration are the key to success in transformational IT projects. View the full story of how Commonwealth Bank of Australia and Finastra worked together to ensure success.

Award-winning Solutions and Services

Best core banking system implementation project management: **Finastra & HBL Bank**



Head to [bobsguide](#) to watch the full interview

bobsguide
Awards 2019 **WINNER**
Best core banking system implementation project management
Finastra

Collaborating to Transform

See how our relationship with HBL has evolved through Global Services, enabling the bank to seamlessly transform.

Finastra Services: Better, Faster, Safer

Better

Outcomes that are delivered effectively, aligned with your needs and helping support business success.

Faster

Time to value with industrialized processes, specialized tooling and effective training and certification.

Safer

Performance thanks to comprehensive experience, predictable commercials and quality, as well as certified expertise.

To find out more about expanding your support please contact us at services@finastra.com.



Contact us

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

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