



Fusion Knowledge Services

Expert knowledge,
expertly delivered





Your employees are the center of your business

Help them to make an impact by realizing and maximizing the value of your Finastra solutions.

Structured, easy to follow and comprehensive, our expert training enables your employees to unlock the full capabilities of Finastra solutions.

Benefits of training

As well as helping you to make the most of your solutions, employee training can also:

- Make onboarding new people easier
- Help employees seamlessly adapt to change
- Reduce time to value for new capabilities
- Increase operational efficiency
- Reduce the cost of rework caused by human error
- Boost employee engagement and reduce attrition

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Great training programs encourage participants to practice new skills in the context of real-life situations or include projects that can noticeably improve an organization's results as learners build their skills."

McKinsey & Company 2010

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Studies show that training increases worker productivity, improves employee satisfaction and motivation, and consequently staff retention."

HR Zone

Training that is fit for role and purpose:



Consultants

Implement, optimize
and upgrade efficiently



Bank IT teams

Confidently use and run programs



Business users

Maximize value from solutions

Make your training count

Effective training is what really makes the difference, so our training programs are designed with effectiveness in mind.

With effective training, your organization can:



Boost efficiency



Engage staff



Realize ROI

What is effective training?

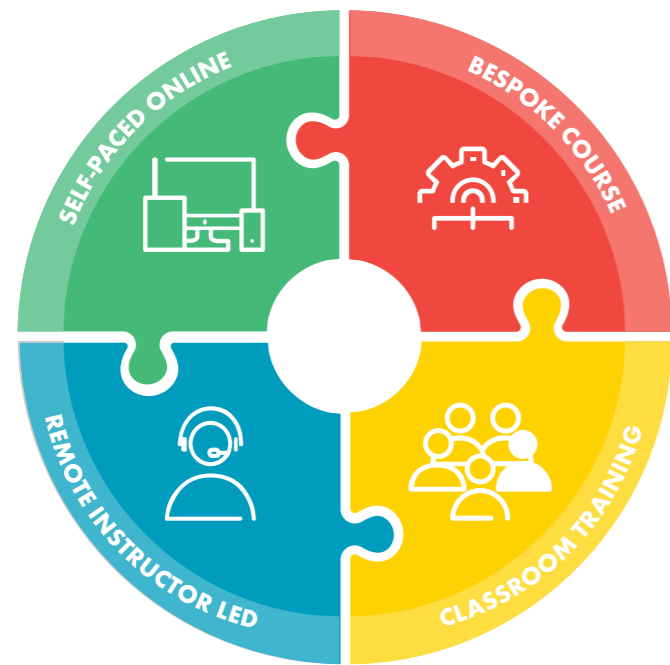
- Programs that are flexible, aligned with the business and agile enough to evolve with it
- Adaptable, working to cater to the four key learning styles (kinesthetic, read-write, auditory, visual), to ensure that all employees' learning needs are met
- Expert knowledge that comes from specialists
- A format that is empowering and engaging to give your employees confidence in their newly developed skills

Our training options

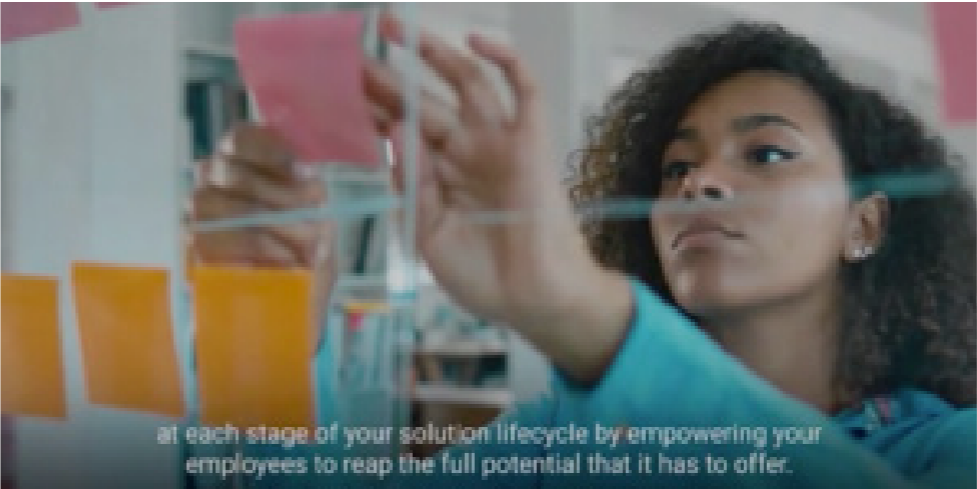
Comprehensive training from Finastra experts.

With our flexible programs, you can shape training to suit your business.

- Choose from a variety of pre-packaged training options to meet your requirements, or we can do a Training Needs Analysis to create a bespoke program
- Design unique learning paths with content built for different role types (business users, IT, consultants)
- Award certifications that enable employees to showcase their knowledge, boosting engagement, reducing attrition and demonstrating your investment in your people



As well as fully equipping your team to realize the potential of your Finastra solutions, you will also be able to oversee the whole process, with participation and performance tracking to ensure and promote staff engagement.



Discover our Fusion Knowledge Services offerings

We also offer a range of teaching options. Choose from instructor-led remote classes, self-paced online learning or classroom training led by Finastra Certified Trainers.

Empower your employees to realize the potential of your Finastra solutions through extensive training programs, developed by Knowledge Services specialists.

We offer functional, practical training and technical, behind the scenes training.

Finastra instructor-led courses score an average of 4.5 on a 5-point scale when asked if the learner would recommend this class



Training on demand

Our online subscription offers training that is easy to manage and available when you need it.

When you subscribe online, your employees get access to training anywhere, anytime; reducing disruption to the working day and allowing them to set their own pace.

Simulated learning - Show me, try me, test me

This is designed to improve retention, providing a simulation that allows the learner to:

- See the function taking place
- Try it out for themselves with guidance
- Test their skills

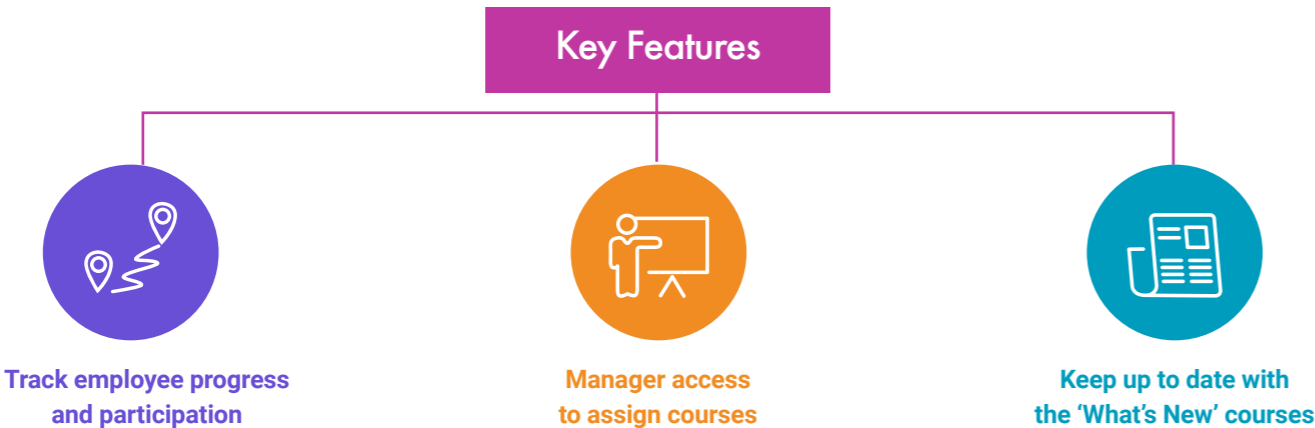
With a comprehensive yet easy-to-follow system, your people will remain engaged, knowledgeable and confident in their role, reducing operational errors and staff attrition.

Q&A support

While eLearning facilitates self-paced learning, consultants may develop queries requiring an expert response.

That's why we offer the option to choose an agreed number of days for a remote Q&A with a subject matter expert. This model gives you:

- Option to decide the number of days for trainer support for Q&A or training coverage of topics
- Flexibility to spread the days for drawdown over the period of the subscription so that queries can be resolved at the pace of learning
- Freedom to get classroom training standard support without having to operate by set timetables



Feedback from learners:

// *The trainer's communication skills and knowledge were fantastic."*

// *Very exciting to use eLearning."*

// *The training was great."*

// *I liked the way sessions were organized to... put into practice content from the eLearning."*

// *Explanations were excellent."*

// *The hands on sessions were extremely effective."*



What will you choose?

Choose from a range of package types to find the solution that is right for you and your team.

Essential

- Blended training approach of online subscription and instructor-led classroom training
- Low touch – self-managed

Enhanced

- Blended training approach of online subscription and instructor-led classroom training
- Q&A support sessions with Finastra subject matter experts
- Enhanced involvement for user adoption
- Medium touch with Fusion Knowledge Services

Optimum

- Blended training approach of online subscription and instructor-led classroom training
- Q&A sessions with Finastra subject matter experts
- Assigned single point of contact with Fusion Knowledge Services training advisor
- Customized dashboard to track progress towards plan
- High touch with Fusion Knowledge Services

Or customize a package to your specific needs...



Make the most of your solutions

Choose Fusion Knowledge Services for a training program that boosts your agility and maximizes the value of your Finastra solutions in a way that is better, faster and safer.

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Highly engaged teams
show 21% greater
profitability."

Gallup Market Survey 2019

Ⓢ Click each icon for more information



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 top 100 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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