



Service

# Fusion Managed Services

Freedom to focus





# The market landscape

## The time for managed services is now

Today’s market trends and imperatives make a strong case for banks to consider a managed services model. With Fusion Managed Services, Finastra reduces your operational burden, freeing your resources to focus to your customers and key business priorities whilst accelerating agility, reducing risk and maximizing ROI.

### Growing threat of disruption

Banks need to address the growing risk of business disruption (failed projects, resource/ skills gaps, disaster recovery etc.)

### Increasing profit pressures

Profit pressures are driving banks to drive operational efficiencies and optimize processes whilst reducing TCO

### Changing markets & business models

**44%** of banks are planning to integrate their own products or capabilities into foreign ecosystems



### Fraud and cybercrime

**25%** of banks think cyber risk is the top threat in the Financial Services industry

### Legacy systems

**37%** of bank executives plan to upgrade their IT infrastructure to cut cost and improve efficiency

### Regulation and standards

**10%** predicted revenue dedicated to regulatory costs by 2021



\*Gartner 2020  
2 FINASTRA Fusion Managed Services Service

# Fusion Transform

## Setting a firm foundation

Fusion Transform establishes your desired objectives at the very outset, putting these at the core of application design and build to deliver business success and service excellence.

Our innovative approach allows us to de-risk the initial implementation, deploy a solution that is optimized for both cost and quality of ownership and effectively transition to the managed service.

### An outcome orientated approach



*Reduced ongoing TCO*



*Higher quality and maintainable deployments*



*Operational risk reduction*



*Increased agility for future change*

## At your service, 24/7

Applying an industry best practice framework to ensure support on every level.



Monitoring



Reporting



Operations



Audit



Validation and  
operations  
development

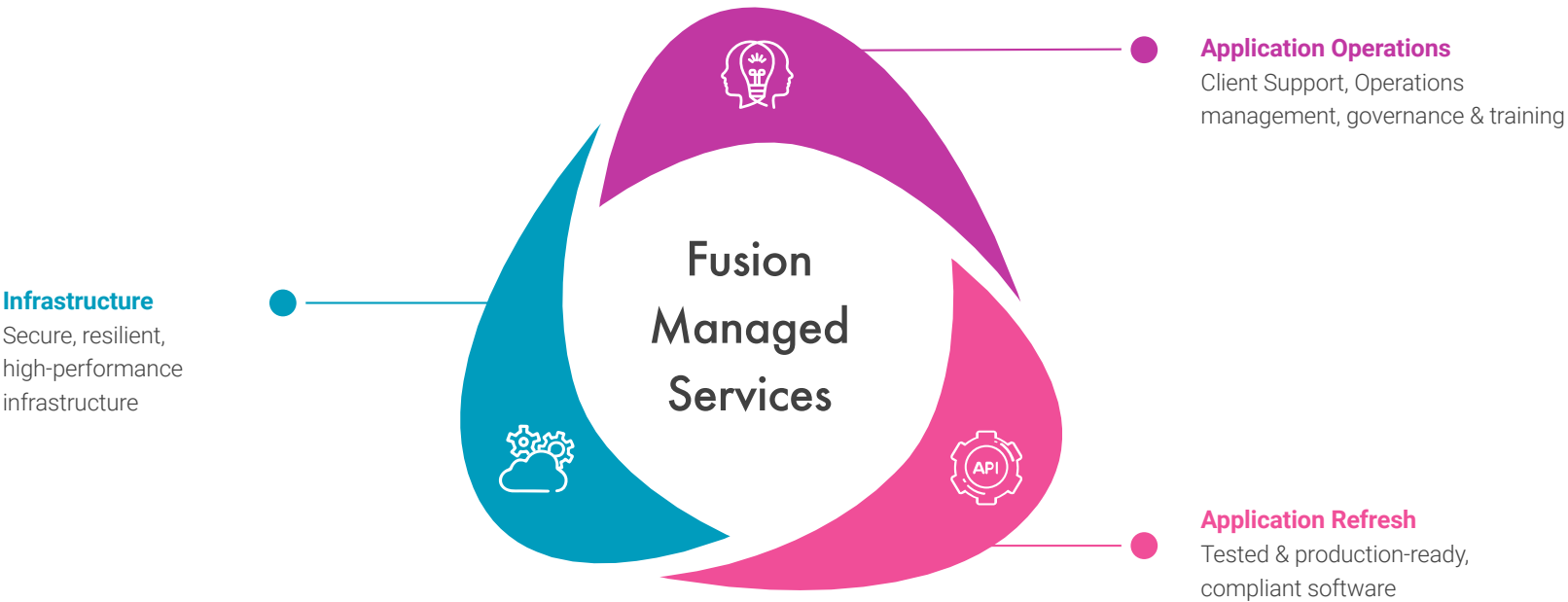


Service  
management

## What is Fusion Managed Services?

### A complete and flexible managed services solution

Built on market leading technology and managed by subject-matter experts, Fusion Managed Services delivers everything from leading-edge financial software to support and testing. It is also available as a full managed service or an application management service, to suit your organization and its specific needs.







# Freedom to focus

## Taking over your operational burden

With Fusion Managed Services, we take over much of your operational burden, allowing you to focus on your business priorities.

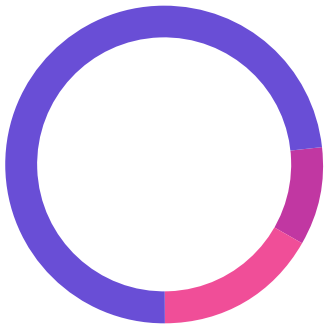
### Traditional

Ordinarily, the bank takes on the majority of the efforts of business operations, customer support, IT service management, upgrades, technical operations and all infrastructure management.

### Finastra Fusion Managed Services

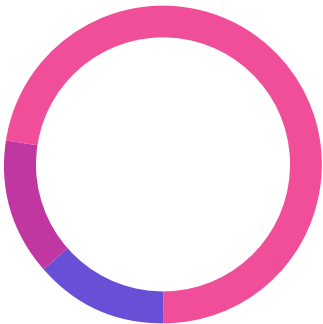
With Fusion Managed Services, we take on **all of your infrastructure** and **IT service management**, as well as the majority of **your customer support, upgrades and technical operations**, leaving you to focus on your strategic priorities.

Traditional



■ Bank ■ Shared ■ IT vendor

FMS



■ Bank ■ Shared ■ Finastra

### Complete and flexible solution

Fusion Managed Services provides our customers with a full-service model. We take the burden of running your applications and infrastructure, to deliver an impactful, flexible and reliable service for your business.

If you need alternative models, we have options to suit our customer's varying needs.

### Application management services

Benefit from our experts, as they manage and sustain your Finastra applications, whilst you maintain control of the infrastructure the applications run on.

### Run enablement services

We provide tooling, training and assistance to support your team in providing the service your business needs, using Finastra applications managed in-house.





# What are the benefits?

## Why Fusion Managed Services?

Fusion Managed Services enables you to evolve your organization with minimal input, risk and time to value. Finastra takes over your operational burden, optimizing cost of ownership and maximizing return on investment.

### A complete and flexible solution

- Comprehensive end to end offering, greater business agility
- Partnership driven model that creates trust
- Clear ownership of service delivery
- Collaborative service driving customer experience

### Scale and breadth of specialist expertise

- Uniquely positioned - significant depth of knowledge
- Reduced operational risk
- Product configured to your specific usage
- Access to product and development teams

### An outcome oriented approach

- Delivery of end-to-end business objectives
- Delivers greater maintainability and service excellence
- Revolutionary methodology
- Reduced ongoing total cost of ownership






Practical examples

Fusion Managed Services in action

Finastra has carried out a number of successful Fusion Managed Services based projects, allowing banks to transform and boost agility, whilst giving them the freedom to focus.

Anonymous US example

Small US Corporate bank headquartered in California moved their systems to a Managed Services arrangement for their Hong Kong office and US:

 Challenge	 Solution	 Result
<ul style="list-style-type: none"><li>• In order to support the US roll-out, scalability was essential</li><li>• The bank wanted to enhance their value proposition to boost competitiveness</li><li>• Need for improved processing and better customer experience with on-boarding</li><li>• Aim to accelerate agility whilst controlling costs of integration and maintenance</li></ul>	<ul style="list-style-type: none"><li>• Managed services to provide full compliance and deliver business continuity while simplifying the bank's architecture and reducing total cost of ownership</li><li>• APIs to integrate across systems providing a streamlined approach whilst reducing maintenance and upgrade costs for scalability</li><li>• Vendor-managed hosted system to keep up to date, accelerating agility</li></ul>	<p>A solution that is 60% remote-delivered, with simplified architecture – boosting efficiency whilst keeping a low total cost of ownership, 8 third-party systems seamlessly integrated</p> <ul style="list-style-type: none"><li>• A rapid implementation was supported by continuous deployment and an efficient and scalable platform, resulting in reduced operational cost, leading to reduced cost of ownership</li><li>• Bank is able to meet market needs by increasing their service footprint, and improving their overall customer experience</li><li>• Industry compliant managed services providing continuous monitoring, capacity and performance management, risk and change management, giving the bank comprehensive business continuity</li></ul>

Commonwealth Bank of Australia



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

The bigger picture

Finastra Services: Better, faster, safer

With Fusion Managed Services you can future-proof and evolve your business with our support; taking the burden away to allow you to focus on achieving your strategic priorities

We have services to meet every need. Adopt, optimize and advance your solution with Global Services.

Contact us to find out more, or head to our page to discover our further offerings

⊕ Click each icon for more information





# 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](mailto:services@finastra.com)

## A service provider you can trust

## Award-winning solutions and services

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



### Collaborating to transform

See how our relationship with HBL has evolved through Global Services, enabling the bank to seamlessly transform. To view the full interview you can view on Bobsguide.



# 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.





[services@finastra.com](mailto:services@finastra.com)

#### 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](https://finastra.com)

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