



THE FUTURE OF  
FINANCE IS OPEN

TOTAL PAYMENTS

# PAYMENTS-AS-A-SERVICE FOR U.S. FINANCIAL INSTITUTIONS





# The Payments Landscape is Experiencing Rapid Change

**New customer demands and competitive pressures are forcing financial institutions to look for new ways to differentiate themselves.**

- 1** To grow their businesses, financial institutions must continually offer new products and services to help their customers increase efficiency, reduce costs, improve profits, manage risk and prevent fraud.
- 2** Almost all financial institutions find themselves trying to retain market share, while under pressure from an increasing range of competitors, including non-bank service providers.
- 3** In this challenging marketplace, institutions need to leverage the right systems and tools, on a modern infrastructure to effectively compete—and win.



# TOTAL PAYMENTS

## Delivering Value to Financial Institutions and Their Customers



**64%**

According to a Gartner study, 64% of banks desire a payment hub.



**24%**

And 24% of banks are currently implementing one.



**Total Payments is a best of breed solution.”**

**Kelly Spica**

SVP Director of Deposit Operations,  
USAmeriBank

Finastra's Total Payments helps financial institutions of every size improve customer service, simplify payment operations, and reduce operating expenses by consolidating all U.S and international payment processing (ACH, Wire, SWIFT/ cross-border, Real-time) and payment data in a single centralized payment solution.

The solution provides a complete set of integrated functions to automate the entire payment lifecycle: initiation, liquidity management, OFAC screening, fraud checks, account posting, domestic and cross-border clearing and settlement connectivity, and SWIFT messaging.

By connecting multiple channels, consolidating payment systems, and reducing the number and complexity of back-office interfaces, the solution enables financial institutions to increase straight through processing and overall operational efficiency, improve customer service, prevent fraud, and reduce risk.

### Key Benefits

- Improves Customer Service—With a single platform, payments can be rerouted quickly and easily, avoiding delays in processing
- Accelerates Time to Market—Enables financial institutions to provide innovative new products and services to their customers quickly - often with the flip of a switch
- Improves Operational Efficiency—With fewer interfaces and systems to maintain, systems and resources are more effective and efficient
- Reduces Risk—Automates the entire payment processing lifecycle with a complete set of integrated functions, and consolidates payment information to a single platform
- Prevents Fraud—Real-time fraud and data monitoring stops payments in real time before they are released, preventing fraud and reducing risk exposure
- Broadest Selection of FX Interfaces Available—Supports more FX interfaces than any other vendor

### USAmeriBank's Payments Transformation Case Study

In 2016, USAmeriBank, headquartered in Tampa, Florida with assets of \$4.5 billion, embarked on a payments transformation journey to improve operational efficiency and customer service. The bank was experiencing significant increases in wires volume year over year and lacked internal resources to maintain an in-house payments infrastructure. The bank set out to implement Finastra's Payments-as-a-Service Solution to meet the demands of their growing business.

The bank immediately began realizing the benefits. The bank immediately realized the benefits: improves operational efficiency, performance and scalability; increases payment margins and transactional revenue; reduces risk of regulatory non-compliance; reduces system costs and maintenance with a cloud-based solution; and provides a future-proof solution with the ability to expand product offerings.

Partnering with Finastra allows USAmeriBank to increase their customer count and wires volumes—in fact, the bank expects to double their wires volume. With their legacy payments infrastructure, this goal would have been unachievable. The bank has also experienced a decrease in attrition and errors caused by inadequate services and outdated systems.

1. CEB (now Gartner) 2015 Payments Technology Showcase.

## Total Payments Runs in the Cloud



90%

Nearly 90% of banks are in favor of including SaaS or cloud based services as part of the infrastructure, according to a survey of senior bank executives?

Finastra's services team helps customers to maximize their investment in Total Payments by:

- Ensuring the best use of our products
- Building in best practices to minimize risk
- Transferring knowledge effectively and efficiently through training
- Delivering excellent customer service throughout ongoing operations

**Financial institutions benefit from lower infrastructure and resource cost by reducing system management and maintenance, and eliminating hardware and software expense.**

Our standardized, agile implementation methodology accelerates onboarding time, freeing up valuable time and resources so financial institutions can focus on their business.

To leverage new technologies and innovations, Total Payments comes API enabled and real-time ready, allowing financial institutions to leverage 3rd party applications and connect to U.S. real-time payment schemes. Financial institutions gain competitive advantage by providing quick time to market of new products and services, with the flip of a switch.

### **Why Select a Cloud Based Services Solution?**

#### **Reduces Upgrade Cost and Effort**

The solution is integrated into the financial institution's IT process landscape based on a catalog of APIs and services. System upgrades are handled by Finastra's experienced services team, freeing up valuable resources, reducing time to compliance, minimizing costs, and providing access to new features quickly.

#### **Reduces Total Cost of Ownership**

Financial institutions benefit from lower infrastructure and resource cost by reducing system management and maintenance, and eliminating hardware and software expense. Finastra's cloud data center provides superior performance, high availability, built-in disaster recovery, and the highest levels of security.

#### **Ensures Compliance and Quick Access to New Technologies/Innovations**

Key regulations, standards, clearing connections and access to the latest technologies and innovations are implemented by Finastra, and provided to the financial institution, ensuring compliance and providing competitive advantage.

#### **Faster, Lower-Cost Onboarding**

Our standardized, agile implementation methodology accelerates onboarding time, freeing up valuable time and resources, so financial institutions can focus on their business.

#### **Scalable, Future-Proof Solution**

Total Payments is built on proven service-oriented architecture, enabling future expansion, rapid integration, and accelerated support for emerging standards and regulations. The solution is scalable to meet both the demands of today and the innovations of tomorrow, future-proofing client investment.

#### **Superior Customer Service**

Our services team—comprised of implementation services, customer support, and training—ensures that customers implement our solutions successfully, and bring their staff and customers up to speed quickly and effectively. This support is maintained beyond implementation, so customers can optimize their investment throughout the lifecycle.

# Streamline Payment Operations and Improve Customer Service with Total Payments

## Key Features

### Consolidates Payment Information to a Single System

A centralized payment solution for all payment types—ACH, Wires, SWIFT, RTP, and more—reduces the number of systems and interfaces required for payment processing.

### Comprehensive Workflows and Business Capabilities

Rich set of predefined workflows, including flexible transaction routing, configurable to align with any operating model.

### Integrated, Interoperable Solution

A complete set of integrated functions to automate the entire payment lifecycle: initiation, liquidity management, OFAC screening, fraud checks, account posting, domestic and cross-border clearing and settlement connectivity, and SWIFT messaging.

### User Friendly Interface

Users can control, simplify and streamline the experience and content to identify risks and prioritize tasks.

### High Availability and Reliability

Proven in the most demanding production environments, the solution is designed to highest standards of performance (low latency, high capacity, linear scalability) and reliability (high availability, business continuity and disaster recovery).

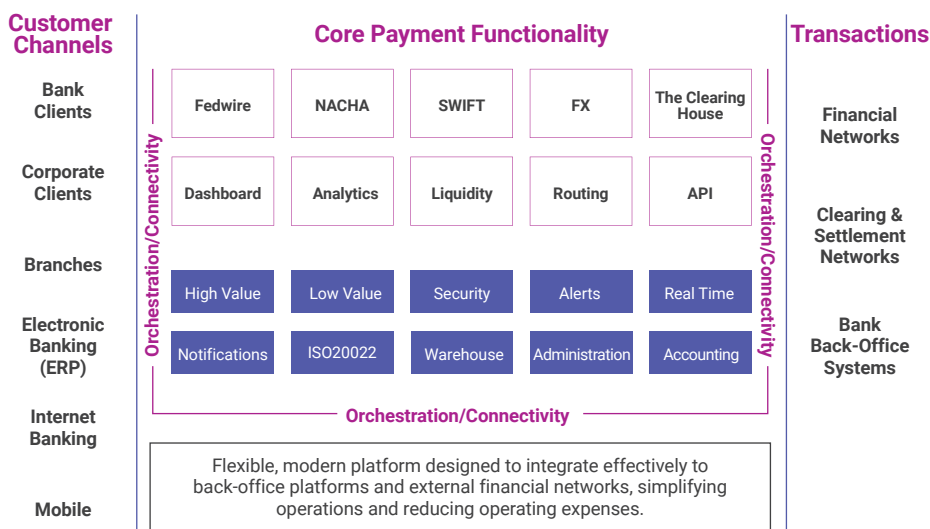
### Agile Solution for Long-Term Strategic Growth

Supports the financial institution's needs of today while future-proofing client investment to support regulatory changes, transaction volume increases, and new technologies and innovations that come to market.

### Centralized Real-Time Liquidity

Manage liquidity in a centralized location, especially important for financial institutions looking to adopt real-time payments.

## Total Payments: Payments-as-a-Service for U.S. Financial Institutions





## 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. 48 of the world's top 50 banks use Finastra technology. Please visit [finastra.com](http://finastra.com)

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