



**FINASTRA SERVICES**

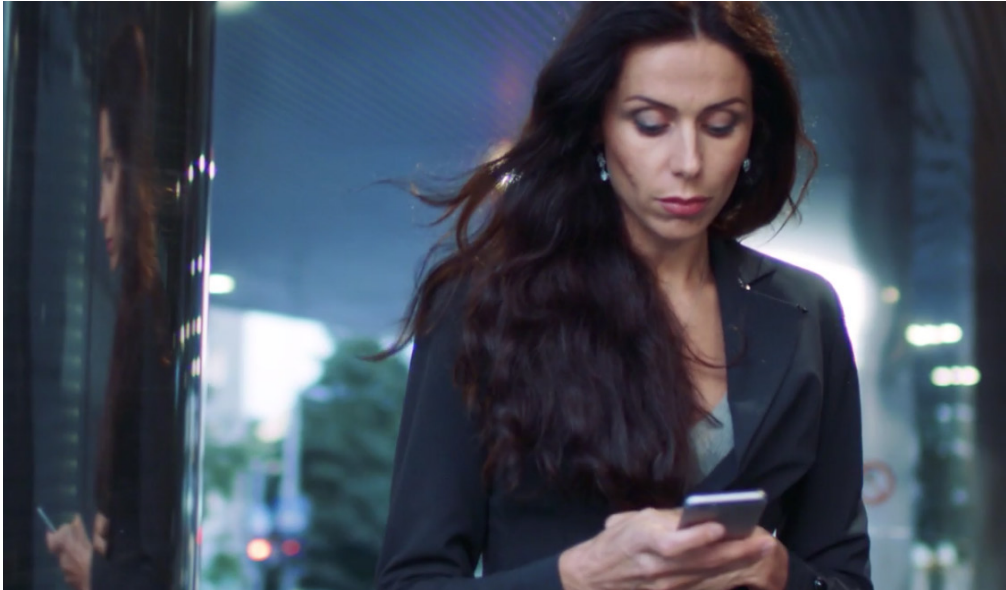
**DISCOVER THE AGILITY  
AND INNOVATION  
TO UNLOCK  
YOUR POTENTIAL**

**( THE FUTURE OF  
FINANCE IS OPEN**



# Remove the Typical Risk, Cost and Delay Associated with Business Transformation

According to McKinsey, \$90bn of banking profits will be at risk by 2020 due to a changing global economy and digital disruption<sup>1</sup>. As a result, banks need to be able to efficiently respond to the pace of change to remain competitive.

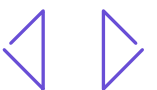


Banks are facing the challenges of digital disruption all around the world. Watch this video to discover how you can respond.

## Challenges and Opportunities

- 1 The need for transformation is greater than ever** due to a low return on equity, the demand for digitalization and regulatory requirements. To transform quickly and efficiently you need the combination of the right solution, people and processes. This not only ensures rapid delivery and predictable costs and time lines but also that a strategy is put in place to optimize cost of change and total cost of ownership.
- 2 Growing IT costs demand higher predictability.** In financial services, it is estimated that 71.5% of IT budgets are spent on maintenance<sup>1</sup>. Add to that the cost of internal application development and it is clear that banks need to change their operating models to control spiralling costs and dependency on ever-growing internal IT teams.
- 3 Stronger competition forces innovation.** Start-up Fintechs have already started to chip away at the revenues of established banks by offering more innovative, user-friendly and accessible banking solutions. Banks need an agile, efficient and scalable platform for innovation to develop new services and business lines to protect existing revenues.

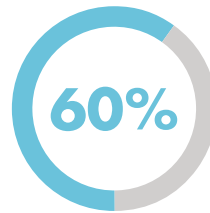
<sup>1</sup> McKinsey&Company – A Brave New World for Global Banking: Global Banking Annual Review 2016





# Transformation Does Not Happen Overnight. A Well-Defined Incremental Approach is Required

Transforming the way your bank operates can be a cumbersome, risky process. That's why Finastra Services and our partner ecosystem exist. Our teams of qualified professionals can help you efficiently transition from where you are today, to where you need to be.

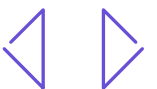


**60%**  
of corporate customer dissatisfaction starts in the back office, home to hundreds of legacy processes.

**Regardless of whether you are a retail bank, corporate bank, investment bank or a combination of these entities, legacy systems and processes are holding you back.**

They impact efficiency, automation and synergy, and create a high level of operational risk. In some cases, legacy systems can make you vulnerable to competitors, put the brakes on growth and force you to make difficult decisions when it comes to reducing operating costs.

The first step to addressing these issues is to acknowledge the problem, identify the problem areas and put together a strategy that takes you in the right direction. The transformation process can be arduous but Finastra has the people, ecosystem, methods and tooling to make the complex simple. We drive costs down, minimize disruption and deliver quantifiable outcomes: higher levels of efficiency, faster time to market, more automation and fewer errors, and lower operational risk. Our goal is to work with you to create a platform that delivers ongoing business agility and enables open innovation.



# The Analyst's Opinion: Breaking Down Silos Through Transformation is the Key to Success

Three principles guide the highest performers in financial services: a focus on connecting platforms and ecosystems, the desire to embrace innovation and an obsession with the customer.



New technologies are forcing banks to change.  
[Watch this video to discover how to master the transformation with Finastra](#)

## Trends and the Drivers for Change

Financial services is ripe for disruption because of the significant revenue pools at stake, relatively high returns in select segments and the pain points that customers, as well as banks, experience. It is ripe for transformation because competition is stiff (and growing), and differentiation is paramount.

According to analysts *Celent*, there are eight trends under three major themes that banks should have on their radar:

- Digital Omni-Channel
  - APIs: Table stakes
  - Self-service: Pushing the electronic envelope
  - Security: Protecting the front and the back door
- Innovation and Emerging Technology
  - Machine learning: Potential coming into focus
  - Distributed ledger: From hype to hard work
- Legacy and Ecosystem Transformation
  - Digitalization: Mandatory to compete
  - Next-generation CRM: From reports to actions
  - Faster payments: Fast made furious.

It is these trends, as well as regulatory and industry initiatives and the need for an improved customer experience, that are driving banks to invest in technology improvements, or in some cases, entirely new integrated banking platforms.



# Adopt, Operate, Advance

Finastra Services can help you to transform your business today, enable ongoing agility and establish a platform for open innovation to embrace whatever tomorrow brings.



Implementing a great solution can certainly improve the way a bank runs its business. However, teaching them how to operate the solution to its full capability, and leverage the numerous value-adding services and platform Finastra provides, consistently helps to unlock a bank's full potential."

**Andrew Skehel**

Head of Global Services at Finastra



## Comprehensive Services to Support World-class Solutions

Finastra Services comprise specialized teams across consulting, delivery, training and support. Together, they enable Finastra to consistently deliver great customer outcomes with our solutions. By leveraging our people, ecosystem and a wide range of enablement tools and approaches, Finastra Services help you to maximize the time to market, user experience and return on your investment in our Fusion solutions.

An example is Global Delivery and Fusion Blueprints, which ensure a standardized, predictable approach to implementing our solutions. Other enablement services include automated testing and data reconciliation, which allow banks to outsource many of the manual tasks that typically burden internal IT teams, while maximizing service quality and reducing costs.

 **Hover over image to enlarge diagram**

With our 'Adopt, Operate, Advance' approach, Finastra Services helps our customers to efficiently transform their businesses with Finastra solutions.



# Finastra Consulting Services

## Ensure You Achieve the Maximum Return on Your Investment in Fusion Technology

Our consulting teams create business cases, optimize processes and enable business objectives to be delivered on our Fusion platform. Many of our consulting services are free of charge for new and existing customers as we firmly believe they help to ensure great customer outcomes.

We understand that in an industry that is constantly evolving, our customers need to keep up with the pace of change. While changes to the technology environment are sometimes necessary, they can often create mission-critical challenges and a level of risk that can seem unquantifiable.

Finastra Consulting Services help you address these challenges, and identify and mitigate the risk associated with change. Our Systems Advisory Group and Customer Value Team have completed hundreds of projects across our customer base, identifying opportunities to streamline processes, capture market share and reduce costs.

Our teams have documented the outcomes and best practices of every consulting project Finastra has undertaken. We use this deep knowledge to create recommendations that are tailored to deliver on your business objectives. Once you have approved them, we pass these recommendations to Finastra Delivery Services teams to carry out the required work.



Finastra give us access to over 100 consultants in China who have the expertise and service level to help us respond to market opportunities.”

**Andy Han**

Director of Development,  
Ping An Securities

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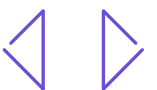
“

The Finastra Services team was very responsive during the upgrade – they were excellent at addressing our needs”

**Björk Ölversdóttir**

IT Project Manager & Business Analyst  
Islandsbanki

[Alior Bank case study](#)



# Finastra Delivery Services

Finastra Delivery Services remove the typical delay, cost and dependency on internal resources associated with business transformation projects.

Whether you are a new customer of Finastra leveraging **Fusion Adopt** or an existing customer pursuing a **Fusion Advance** upgrade, our Delivery Services teams ensure you maximize value and time to market.

We understand that your goals and requirements can change all the time. So our solutions can change with you, using an approach to implementation and upgrade based on three key principles:

- 1 Speed**  
We ensure a fast time to market using industry-proven methods, packaged solutions, and a high level of automation.
- 2 Quality**  
We follow robust processes executed by specialists with the necessary expertise to exceed your expectations.
- 3 Optimization**  
Our consultative approach leverages best practices to ensure you extract the maximum value from your project.

Moving or upgrading to Fusion is also your first step toward a platform for open innovation with Finastra. Once your implementation is complete, you can use seamlessly updated Fusion components, service packs and micro-services to keep with the pace of change without disrupting your core environment.

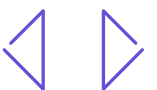
Enablement services such as test automation become a reality as well, building the resilience of your Finastra solution. Fusion Advance customers can also benefit from our FinCloud and FusionFabric.cloud services, the most agile and efficient platforms for innovation available in financial services today.



The implementation of the flexible and agile technology solutions available from Finastra enables us to go further than our previous system could ever allow – opening new opportunities to streamline operations and drive growth.”

**Kapila Ariyaratne**  
Chief Executive Officer  
Seylan Bank

[Alior Bank case study](#)





# Get the most out of your Finastra platform with in-depth product training that builds the knowledge, competency and confidence of users

## Training and Certification for Customers and Partners

We understand that delivering your software is a small part of the overall user experience. That's why the Finastra Academy has developed tailored training programs to ensure you maximize the return on your Finastra investment.

Prior to going live with a new implementation or upgrade of an existing platform, we provide a comprehensive training and needs assessment followed by the delivery of a fully certificated training program. This provides you with the peace of mind that your users and IT teams are fully proficient to manage and maximise the full potential of your Finastra solution.

The Finastra Academy has a wide range of certification programs available to customers, plus the knowledge and experience to deliver exceptional customer training. Courses are typically hosted in one of our classrooms at Finastra offices around the globe or delivered remotely. On-site training can also be arranged at your premises on request.



The Finastra Academy offer different levels of certification to all our customers, partners and staff that demonstrate an individual's competency on our solutions.

[Learn more](#)



# 110+

Training and certification programs available to customers and partners from the Finastra Academy



# Customer Support

As a Finastra customer, you benefit from the expert knowledge of 1,000+ specialists worldwide, who have expertise in all our solutions available locally. We consistently provide high-quality, timely and professional software support – from pre-sales to ongoing care and maintenance.



**1,000+**

Finastra has over one thousand customer support specialists worldwide.

## Deep Domain Expertise

Our technical and application support teams have strong industry and product knowledge. They participate in continuous technical and industry training programs to ensure that Finastra Customer Support can meet your evolving business needs.

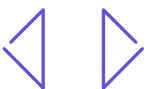


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Support is available throughout the working week

## Scalable Support Model

As a Finastra customer, you can choose from a standard, professional support model or a specialized, premium support package depending on your needs. Because Finastra Customer Support has a broad, global footprint that operates in all time zones and regions, our teams can scale to your requirements.



# Award-winning Solutions Delivered by Market-leading Professionals, Teams and Centers of Excellence

Finastra Services and our partner ecosystem deliver a unique combination of expertise, experience and resources to ensure a robust implementation of our solutions for new customers with Fusion Adopt and ongoing value and innovation for existing customers with Fusion Advance.

Our delivery, consulting, training and support teams that make up Finastra Services have all been individually recognized within financial services for ensuring exceptional customer experiences and outcomes.

## Award-winning Solutions

**CELENT**

**Celent Model Bank 2017 Award**  
Category: FGB - Online Connected  
Corporate Banking



**FStech Awards 2017**  
FusionFabric.cloud – Cloud Computing  
Innovation of the Year



**Forrester Global Banking Awards 2017**  
Winner: Top Global Player



**Trade Finance Global 2016  
Product Awards**  
Winner: Best Financial Software Product





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### 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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