



**FUSION OPTIMIZE**

# **EXTENDED SUPPORT SERVICES**

**( THE FUTURE OF  
FINANCE IS OPEN**



# 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).

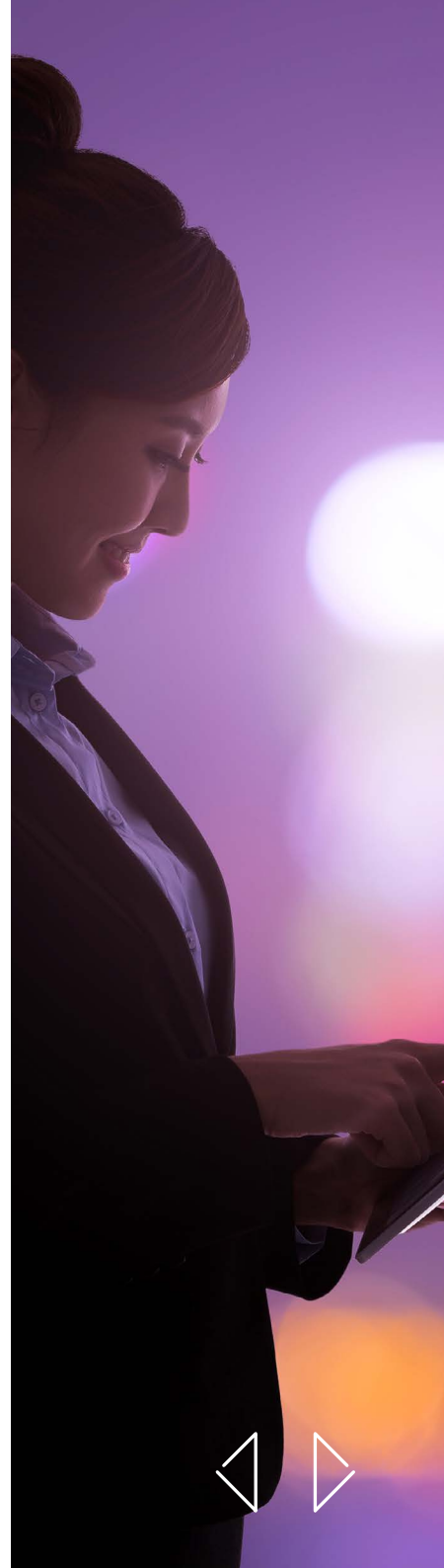
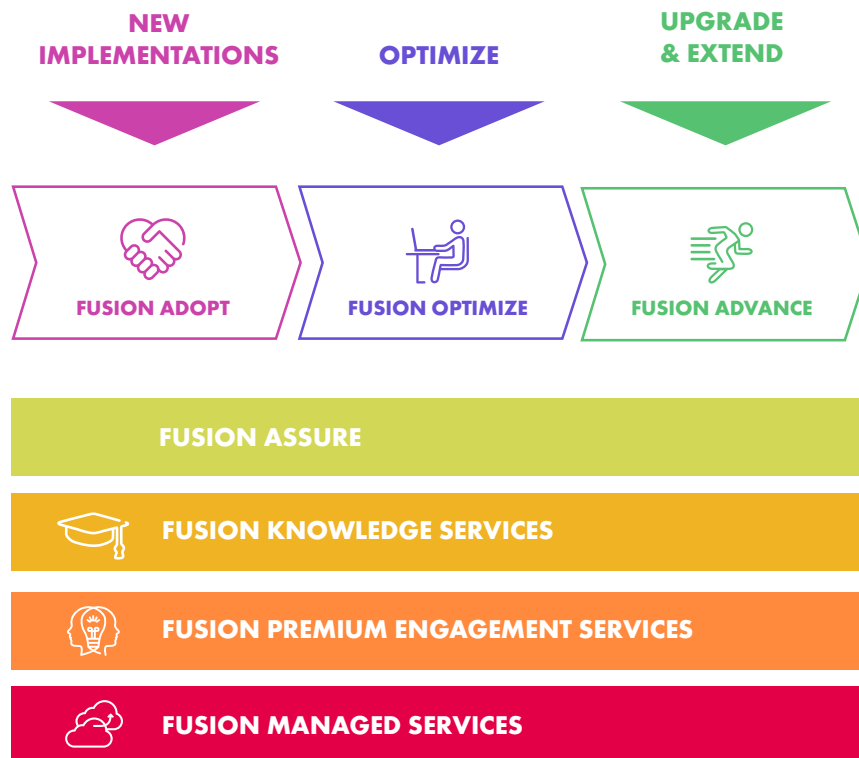
 Click each icon for more information



# 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



# Expert Customer Support Services, and Extended Support Services

Mitigate risk and increase business resilience

10K

Employees

1100

Support Professionals

30+

Countries

10+

Years Average Tenure

**Banks and other financial institutions face constantly changing business conditions, driven by a combination of intense global competition, tighter margins and greater regulatory requirements. Technology can be a key enabler of success for banks, but the demands placed on ever more complex IT infrastructure also lead to increased business risk.**

Banks need a robust business, able to respond effectively to change and disruption. Agility in the face of change is a key indicator of success, as shareholders can see a 22% difference in stock price between a poor response versus an effective response<sup>1</sup>. The availability of IT applications and your support capabilities are key components of business resilience.

## **Finastra Can Help You to Improve Business Resilience**

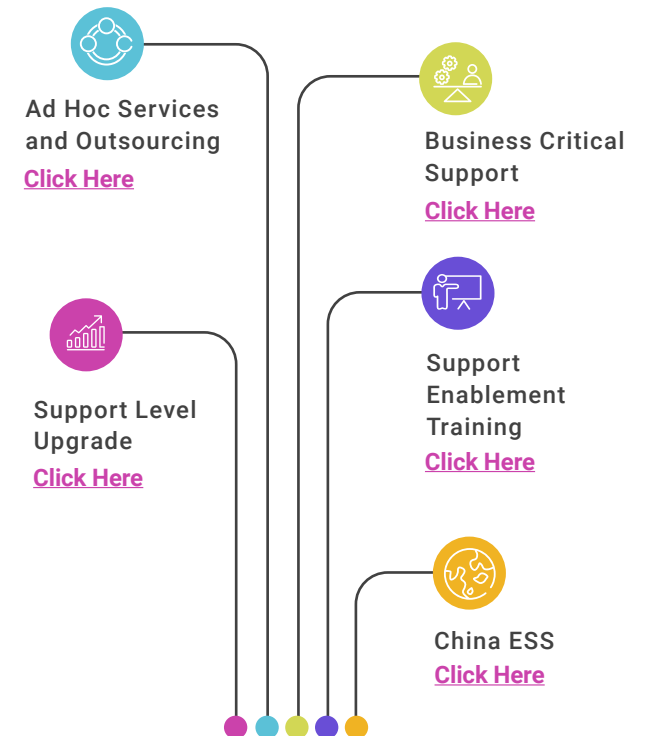
With decades of experience in the banking industry, Finastra has a deep understanding of your business and technical requirements. No one knows more about supporting Finastra applications in banks around the world.

To help you address the key challenges facing your business, Finastra has developed a suite of additional support offerings which compliment and extend your existing support from Finastra.

## **Optimize Your Finastra Experience**

Every organization's support requirements are different, with changing needs at key times. With Extended Support Services, you can customize the level of support to match your unique situation and increase it when you need more help.

- **Business Critical Support.** Coverage outside of normal support hours and during critical operational processes
- **Support Level Upgrade.** Increased scope of support\*
- **Support Enablement Training.** Helping you expand skills for your helpdesk
- **Ad Hoc Services and Outsourcing.** Expert input when you need it
- **China Extended Support Services (ESS).** Chinese-language helpdesk and onsite support



# Business Critical Support

Coverage outside of normal support hours and during critical operational processes.

**Our range of Business Critical Support options are designed to help you mitigate the risks of service disruptions or unplanned downtime outside of normal support hours.**

## Extended Support Hours

- Coverage for critical issues outside of normal support hours
- 24x5, 24x6 or 24x7 options available\*
- Contractually committed response times

## Stand-by Support

- Weekend or out-of-hours support for critical issues
- Immediate response at any time of day
- Insurance against the cost of emergency requests

## End of Month

- Out-of-hours support for month-end processes
- Immediate response to critical issues
- Protect against operational risk and emergency requests

## Public Holiday Support

- Support for critical issues on public holidays
- Pre-booked for specific dates
- Protect against operational risk and emergency requests

## Pre-Booked End-of-Year Support

- Immediate assistance for critical year-end processing issues
- Support provided until issue is resolved
- Mitigate operational risk at a critical time

\* Treasury and Capital Markets products are only eligible for 24x5 coverage

\*\* Where coverage is pre-arranged by customer



Response at Any Time of Day Available\*\*



Reduce Risk



Optimize TCO

“

Finastra Support played a key role in helping our business meet tight delivery schedules. We have developed a strong business partnership with Finastra Support and its collaborative approach means issues are resolved quickly, so we can focus on strengthening the value Fubon delivers to customers.”

**Fredrick Fok**

First Vice President and Head  
of Information Technology,  
Fubon Bank (Hong Kong) Limited.



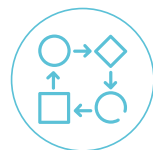
# Support Level Upgrade

## Increased Scope of Support

**Upgrading your support level will reduce exposure to risk and increase business agility.**

Finastra offers three support levels that change over time after the 'general availability' of your chosen solution.

Where available, a Support Level Upgrade makes it possible for you to benefit from earlier, higher support levels if needed, prior to a return to full Standard support.



**Minimize  
Upgrade Risk**



**Increase Agility**

## Case Study

A European bank with international branches took out a Support Level Upgrade for its Fusion Midas solution.

### Customer Challenge

The customer needed to ensure there was the necessary support available to support their daily and regulatory requirements, and as well as their migration to a new operating system.

### Solution

Finastra provided support to ensure the bank had sufficient coverage to satisfy local regulatory requirements. We also provided a compatibility patch to enable Fusion Midas to integrate seamlessly with the new operating system.

### Benefits

- Customer gained access to fixes for issues at additional severity levels, ensuring appropriate support
- Enabled operating system upgrade, reducing third-party support costs and ensuring support for full tech stack
- Compliance with evolving SWIFT requirements and improved operating efficiency

# Support Enablement Training

## Expand the skillset of your helpdesk

**Our training packages equip your helpdesk to support your Finastra applications effectively.**

Covering a range of scenarios, our support enablement packages help you to upskill your teams and equip them with all they need to respond quickly and efficiently.

### Sample Packages:

- Helpdesk enablement before and after new implementations
- Onboarding training for new helpdesk employees
- Refresher training for existing helpdesk employees
- Operational and troubleshooting training for helpdesk and IT support
- Tailored enablement based on case history analysis



**Improve  
Efficiency**



**Speed up Response  
Times**



**Reduce People  
Risk**

“

By having a customer-focused team, Finastra Support delivered a high level of service quality, resolving issues quickly and providing sound technical advice. We have been impressed with the proactive approach taken by Finastra, and it drives our confidence that we can respond effectively to the demands of the business.”

**Mabel Lim**

Director of Global Markets & Investment  
Management United Overseas Bank.





# Ad Hoc Services and Outsourcing

Expert input when you need it. From occasional expert support to full outsourcing of specific activities, our ad hoc and outsourcing options help you reduce risk and sharpen focus on core projects.

Service scope depends on each customer's specific needs. Typical examples where ad hoc services and outsourcing add value include:

- Helpdesk coverage for leave and absence
- Augmenting in-house resource
- Support for customers with out-of-scope or non-core activities:
  - Helpdesk outsourcing
  - Patch testing
  - OS or database upgrades
  - Customization support
  - Documenting procedures



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



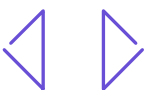
**Focus Scarce  
Resources**



**Speed Up Response  
to Tickets**



**Reduce People  
Risk**



# China Extended Support Services

## Chinese-language helpdesk and onsite support

To meet the particular requirements of Chinese clients, we offer Chinese-language support both via an in-country helpdesk and onsite at our customers' locations.

### Chinese-speaking hotline

- Support from 07:00-24:00 locally
- Issues logged and managed to resolution

### Onsite support

- Available to Chinese helpdesk customers
- Level 1 and Level 2 support in local language
- Triage, case investigation, troubleshooting and maintenance



**Efficient Support**



**Meet Regulatory Requirements**



**Mitigate Risk During Time-Sensitive Periods**

## Case Study

Find out about our customer's success through expert support

### Shanghai Pudong Development Bank

Round-the-clock assistance from Finastra Customer Support helps SPDB ensure consistently excellent customer service.

[Read the full case study](#)

# 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).





### 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. 90 of the world's top 100 banks use Finastra technology. Please visit [finastra.com](https://finastra.com)

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