



# Finastra success portfolio


Designed to support you and your desired outcomes

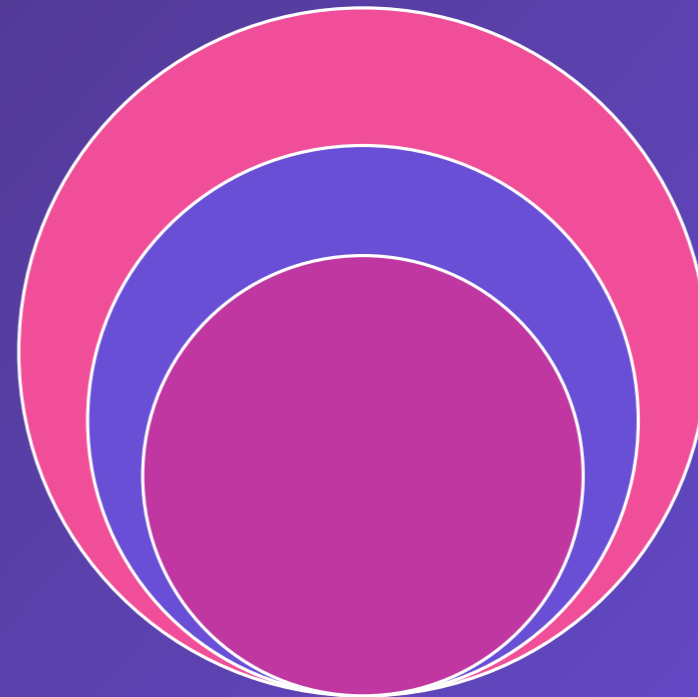


# Introductory

**Whatever your scale or challenges, our success portfolio ensures our solutions are aligned with your business goals**

Finastra offers a three-tier differentiated support and service model to match your business needs. Standard Support provides basic online and telephone coverage, Preferred Active Support is a proactive option designed to maximize the ROI on your Finastra investments and Fusion Select is a partnership model designed around your strategic objectives.

 We have three models to choose from, click through to see what's right for you



## Standard Support

### Get support when you need it

Included as standard with all Finastra solutions, this support level provides you with telephone support for Finastra solutions during business hours, as well as online case management and access to our Knowledge Portal for self-guided learning.

Standard Support can be customized ad-hoc with Extended Support Services, which include coverage outside of normal business hours and additional training and services.



## Preferred Active Support

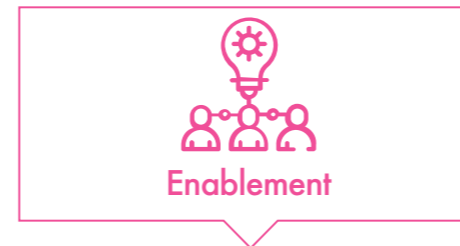
### Take a proactive approach to your success

Designed to help you maximize ROI on your Finastra solutions, this subscription-based proactive support level puts a collaborative Finastra team at your disposal.

Preferred Active Support is focused on helping you achieve your business outcomes and offers consistent support plus control over support costs through the year or your project cycle. Preferred Active Support is based on four pillars: Personalized Support, Proactive Support Services, Enablement and Mission Critical Support.



Support from our global advisory team of experts



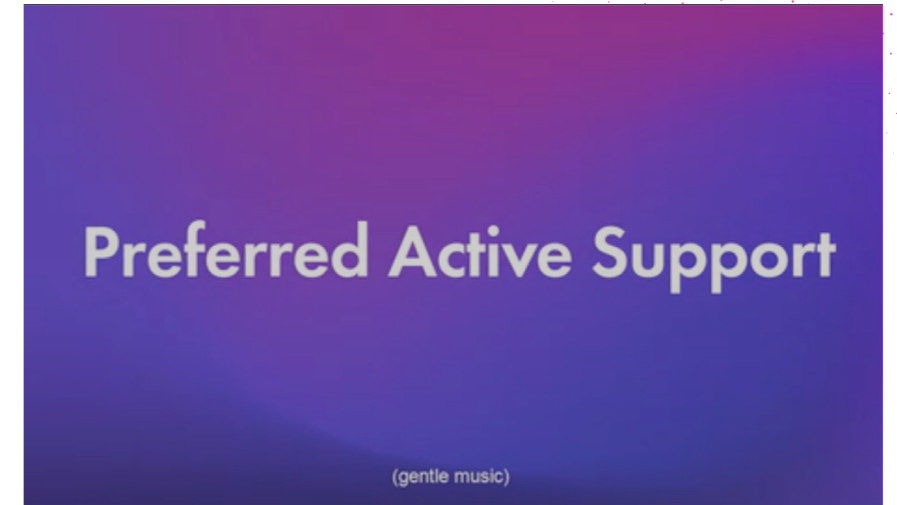
Exclusive training and enablement program



To ensure system optimization and minimize risk



Exceptional support for critical cases



Discover Preferred Active Support

[Find out more](#)

## What support package is right for me?

### Choose from Standard or Preferred Active Support

| Mission Critical Support                                       | Standard | Active |
|--|----------|--------|
| Business Hours Support   | ✓        | ✓      |
| 24*5 for Critical Cases  | ☑        | ✓      |
| 24*7 for Critical Cases  | ☑        | ✓      |
| Access to latest Functional/<br>Technical Updates and Releases | ✓        | ✓      |

| Personalized Support                           | Standard | Active |
|--|----------|--------|
| Online Case Management                         | ✓        | ✓      |
| Live Chat                                      | ✗        | ✓*     |
| Access to a global advisory<br>pool of experts | ✗        | ✓      |
| Schedule a Support Expert                      | ✗        | ✓      |
| Priority Case Management                       | ✗        | ✓      |
| Localized Support                              | ☑        | ✓      |
| Tailored Support                               | ☑        | ✓      |

| Proactive Support Services |   |   |
|----------------------------|---|---|
| System Diagnostics         | ✗ | ✓ |
| Configuration Diagnostics  | ✗ | ✓ |
| Adoption Diagnostics       | ✗ | ✓ |
| Pre & Post Go Live checks  | ✗ | ✓ |

| Enablement  |   |   |
|---|---|---|
| Knowledge Portal access for guided<br>and self-guided learning  | ✓ | ✓ |
| Quarterly catalogue: Access to<br>exclusive Monthly webinars and<br>training sessions "Hot topic" expert<br>sessions Best-practice insights for<br>optimized system usage | ✗ | ✓ |

- ✗ Not available
- ✓ Included
- ✓\* Available in future\*
- ☑ Ad-hoc ESS available to purchase

## Fusion Select

### Choose your path to success

When you need more than just support, Fusion Select is a complete service built around your strategic objectives.

We begin by jointly building a success plan, and then develop workstreams to support your goals, flexibly applying the best of our services to help you achieve them.

Fusion Select enables you to choose the optimum mix of Finastra services to achieve the three goals that are at the top of many organizations' priority lists today: to accelerate transformation, optimize operations and mitigate risk.



[Discover Fusion Select](#)

[Find out more](#)

## Why choose Finastra?

### We succeed when you do



#### Depth of expertise

Nobody knows our products like us, with expert guidance from our global core team, we're committed to helping you achieve your business objectives and optimize your solutions.



#### Fully aligned partner

We succeed when you do, let's evolve together.



#### Predictable, reliable costs

Benefit from clear visibility over support costs for the lifecycle of your software, rather than unpredictable and adhoc budget requirements.

[Find out more >>>](#)

or get in touch with your  
Finastra account manager  
to learn more



Contact us

### 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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