



# Finastra Managed Services

Driving business outcomes through a software led managed service



## The market landscape

### The time for managed services is now

The market is changing and there are many pressures on banks to improve agility, reduce risk and maximize profitability. How can banks manage these challenges and ensure they digitize and grow for the future?

Financial institutions are looking to their technology partners to support them on this journey. This is driving institutions to once again think about their ecosystem partners and how they work with them. What services and skills that provide them a competitive advantage do they need to keep, and what can they outsource to partners?

Today's market trends and imperatives make a strong case for banks to consider a managed services model.

#### Growing threat of disruption

Banks need to address the growing risk of business disruption, including failed projects, resource/skills gaps, disaster recovery and the growing importance of ESG reputation.

#### 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

## Finastra Transform

### Setting a firm foundation for managed services

Finastra 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 holistic 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 our cloud based managed service.

Finastra Transform is backed up by a significant investment in intellectual property;

- ✓ Business process blueprints
- ✓ Automated testing frameworks
- ✓ Integration frameworks, driving adoption of open APIs and FusionFabric.cloud

#### Our outcome orientated approach



Lower, more predictable TCO



Higher quality and maintainable deployments



Risk mitigation and increased resilience



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

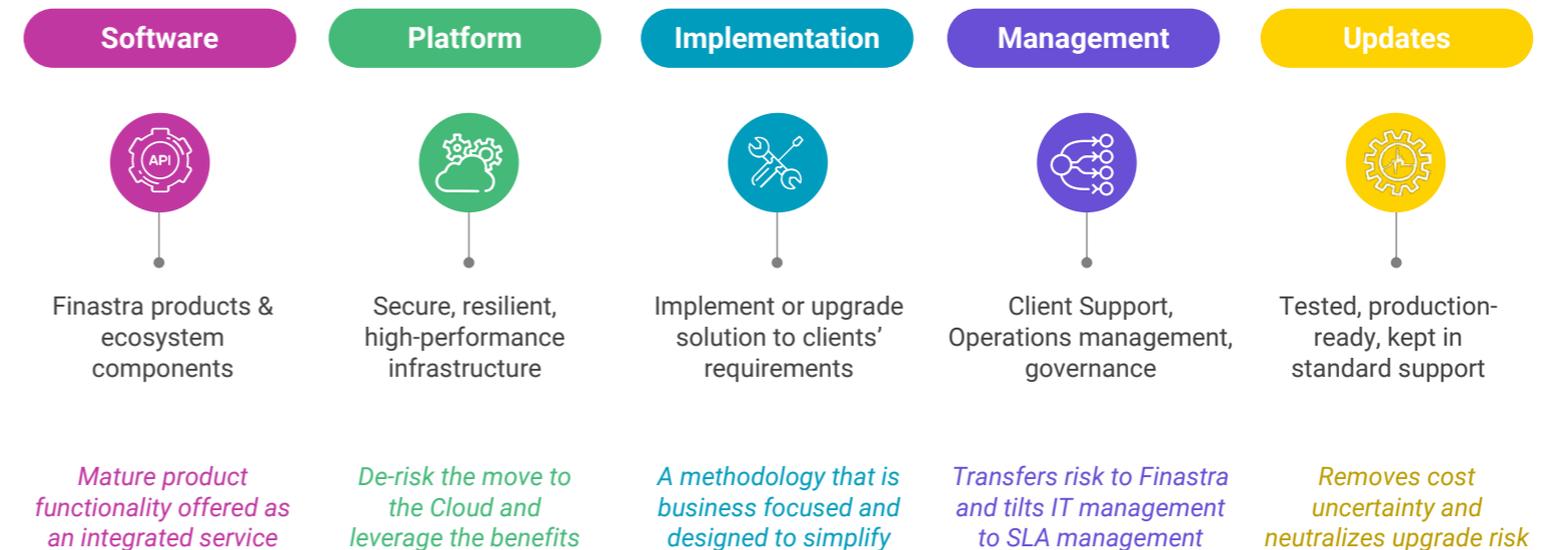


Service  
management

## What is Finastra Managed Services?

### A software led managed service

Finastra Managed Services can support you on your journey to open systems and cloud. Built on market leading technology, extensive IP and accelerators, we offer a complete and flexible managed services offering, designed to achieve zero-defect software.





## Focus on what matters

# Transfer your operational burden

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

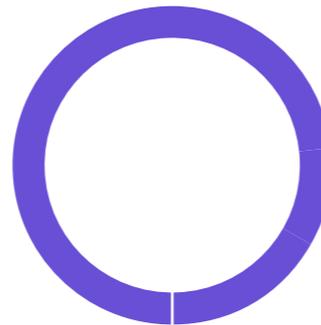
### Traditional

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

### Finastra Managed Services

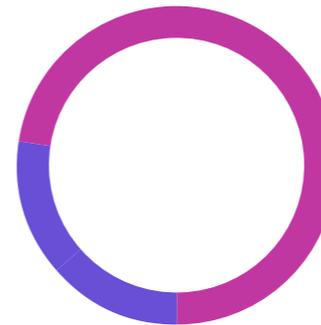
With Finastra Managed Services, we take on all of your infrastructure, IT service management, application monitoring and performance, upgrades, testing as well as some of your functional support, leaving you to focus on your business priorities.

### Traditional



■ Bank ■ Finastra

### Finastra Managed Services



■ Bank ■ Finastra

### Complete and flexible solution

Finastra 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.

For clients who want to retain control of their production environment, we also offer an application management service option.

### 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.

Whether taken as a full managed service or an application managed service, both customers can benefit from the same core, software-led managed service, to deliver highly validated, defect free software ready for production.



### Complete and flexible offering

A service that can scale up and down in line with your needs to help you achieve outcomes and transform faster



### Software led managed service

Integrated approach across both the service and software, underpinned by unrivalled expertise to reduce your operational risk



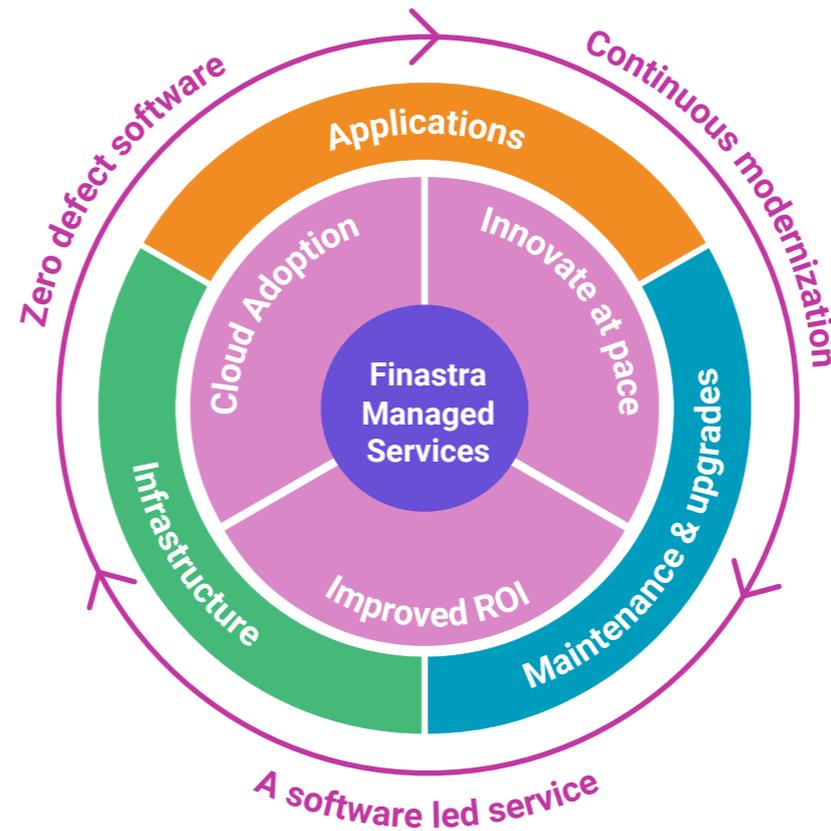
### Unique capabilities and IP

Finastra Transform drives success with Finastra solutions to achieve quality efficiently, reduce TCO and maximize ROI

## The benefits

### Why Finastra Managed Services?

Finastra 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.



## Case studies

# Finastra Managed Services in action

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

### 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

- In order to support the US roll-out, scalability was essential
- The bank wanted to enhance their value proposition to boost competitiveness
- Need for improved processing and better customer experience with on-boarding
- Aim to accelerate agility whilst controlling costs of integration and maintenance

#### Solution

- Managed services to provide full compliance and deliver business continuity while simplifying the bank's architecture and reducing total cost of ownership
- APIs to integrate across systems providing a streamlined approach whilst reducing maintenance and upgrade costs for scalability
- Vendor-managed hosted system to keep up to date, accelerating agility

#### Result

- 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
- 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
  - Bank is able to meet market needs by increasing their service footprint, and improving their overall customer experience
  - Industry compliant managed services providing continuous monitoring, capacity and performance management, risk and change management, giving the bank comprehensive business continuity

## Commonwealth Bank of Australia: A first in the world solution for institutional lending



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.



A service provider you can trust

## Award-winning solutions and services



Best Enterprise Software System  
Integration (2020)  
**Finastra & Hua Xia Bank**

**THE ASIAN BANKER**  
**VIETNAM COUNTRY AWARDS 2020**  
BEST CORE BANKING TECHNOLOGY IMPLEMENTATION

Best Core Banking Technology  
Implementation (2020)

**Finastra and VietBank**



**Silvergate**  
As a Model Bank  
Payments  
Replatforming  
2020



Best Treasury  
Implementation – Most  
Impactful Project  
**Finastra & Shanghai  
Pudong Development  
Bank**

To find out more about Finastra Managed Services, [contact us](#)  
or reach out to your Finastra account manager.

# 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)

Finastra and the Finastra 'ribbon' mark are trademarks of the Finastra group companies.

© 2022 Finastra. All rights reserved.

GL 19306 / 0322

### Corporate Headquarters

4 Kingdom Street

Paddington

London W2 6BD

United Kingdom

T: +44 20 3320 5000

