



# Finastra Preferred Active Support

Take a proactive approach to product resiliency and efficiency while optimizing usage and ROI, and minimizing risk.



## Transitioning from reactive to proactive support

# Software, delivery and support models must evolve to address market changes

**Leverage a global, collaborative expert team that's focused on helping you achieve your objectives using proven, best-practice methodologies. Finastra's Preferred Active Support gives you more control over your success.**

Modernization. Constant change. Escalating risk. There is no steady state in today's banking landscape. Dealing with these evolving pressures while optimizing TCO and meeting customer expectations is a challenge all banks face today.

However, not all institutions have the resources to drive the delivery excellence that's needed: they may lack the tooling, automation, expertise or simply, time.

Finastra's Preferred Active Support package is designed to ensure banks have the proactive support they need to tackle these challenges. It's a collaborative relationship with a strategic partner that's focused on helping you achieve your business outcomes. As an annual subscription, it gives you consistent, expert support and control over your costs throughout the year.



## Preferred Active Support is based on four pillars:



### Personalized support

- Access to a global advisory pool of experts
- Scheduled 1:1 expert sessions
- Priority case management
- Online chat<sup>1</sup>



### Enablement

- Exclusive access to a quarterly catalogue of:
  - Monthly webinars and training sessions
  - Best-practice insights for optimized system usage
- e-Learning access<sup>2</sup> which allows flexible learning, anytime, anywhere with comprehensive, easy-to-follow courses for all users.



### Proactive support services

- System diagnostics
- Configuration and adoption diagnostics
- Pre and post go-live checks



### Mission critical support

- Business critical support
- Out of hours support



## Business benefits

Achieve strategic business outcomes and maximize ROI on Finastra investments



Reduce the risk of project delays, missed milestones and cost overruns



Get the most out of Finastra solutions to drive operational excellence, product optimization and system performance



Reduce execution, operational and regulatory risk



Speed up the turnaround time for progressing software issues



Increase agility with focused and continuous support that speeds up resolution and is aligned with key project milestones



Access a wealth of knowledge from our global, expert Finastra Preferred Active Support team and our experience working with our 10,000+ customers and partner ecosystem

1. Coming soon

2. Available across selected core products

## What support package is right for me?

### Get more with Preferred Active Support

Mission Critical Support	Standard support	Preferred Active Support
Business Hours Support	✓	✓
Mission critical out of hours support	✗	✓
Access to latest Functional/Technical updates and releases	✓	✓

Personalized Support	Standard support	Preferred Active Support
Online Case Management	✓	✓
Online Chat	✗	✓*
Access to a global advisory pool of experts	✗	✓
Schedule an expert	✗	✓
Priority Case Management	✗	✓
Tailored Governance	✗	✓

Proactive Support Services	Standard support	Preferred Active Support
System Diagnostics	✗	✓
Configuration and Adoption Diagnostics	✗	✓
Pre & Post Go Live checks	✗	✓

Enablement	Standard support	Preferred Active Support
Knowledge Portal access for guided and self-guided learning	✓	✓
elearning Access	✗	✓
Exclusive Monthly Webinar	✗	✓

- ✗ Not available
- ✓ Included
- ✓\* Coming soon\*

## Proven success

# Drive value from Preferred Active Support

### Following adoption:

**52%**

of Preferred Active Support customers experienced an **improvement** in First contact resolution (FCR)

**85%**

of Preferred Active Support customers saw an **improvement** in their mean time to repair (MTTR), by an average of **6 days**

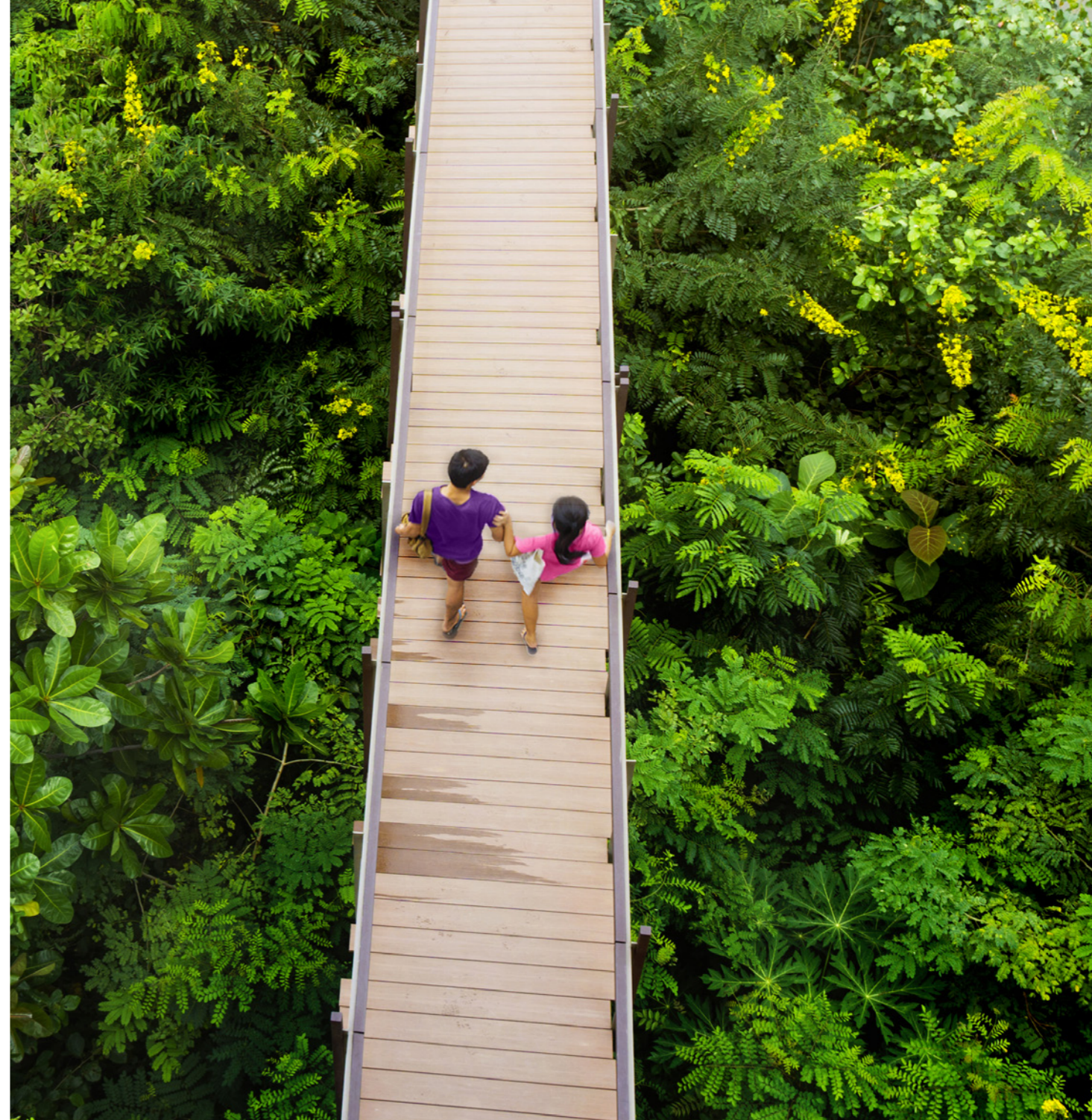
**55%**

of Preferred Active Support customers saw a **reduction** in the number of cases they have raised since go-live



### Firefighters First Credit Union increases system performance with Preferred Active Support

"The time we were able to spend with Finastra, within the Preferred Active Support model, helped us pinpoint quickly where and how we can improve our systems, impacting member experience and production users positively, as quickly as possible" – Harvey Turell, Firefighters First Credit Union.



## 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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