

# Take a proactive approach to your success, *with Finastra Preferred Active Support*

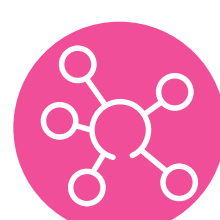
Preferred Active Support is designed to ensure banks have the consistent support they need across their software lifecycle to achieve resiliency, while optimizing usage and ROI.

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



**More than 50%**

of respondents expect predictive and preventive monitoring in support



**30%**

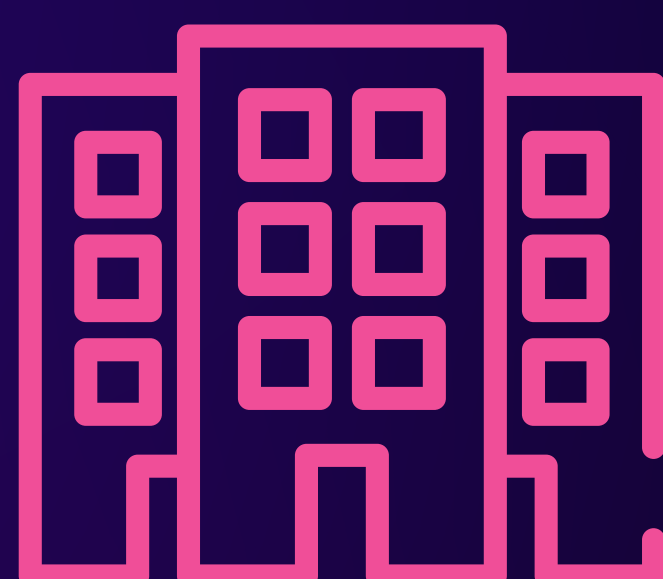
of customer service organizations will deliver proactive customer services by using AI-enabled process orchestration and continuous intelligence by 2023.

Source: IDC, July 2020 – Covid-19 impact on IT spending survey

Source: Predicts 2020: CRM Customer Service and Support, Gartner, January 20, 2020

## Build a foundation for success What is included in Preferred Active Support?

⊕ Hover the icon for more information



## A proven approach to success

Since the launch of Preferred Active Support across all core products and regions, over 12 months ago, financial institutions of all sizes have experienced significant improvements in key support metrics.

### Following adoption:



**55%**

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

**52%**

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



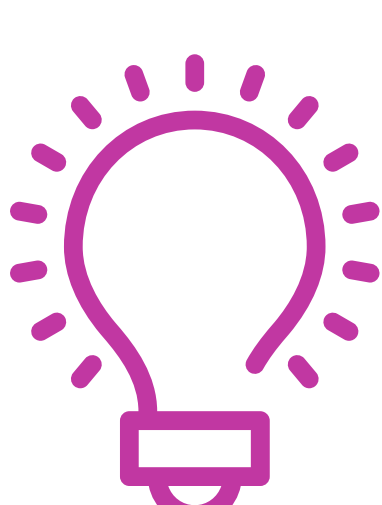
**85%**

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

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

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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



To learn more about Preferred Active Support, [contact our experts](#) or reach out to your Finastra account manager.