

FINASTRA

Preferred Active Support

Proactive support for banking excellence



Accelerate resolution times, enhance skills, and access industry best practices for seamless operations and optimal software utilization.

Our PAS team consists of a global pool of experts who collaborate with you to achieve your objectives. They offer guidance on product configuration and installation, and provide dedicated resources based on your upgrade needs.

Preferred Active Support (PAS)

PAS is our subscription-based service that empowers banks with unparalleled support at any point across the software lifecycle. This comprehensive package offers banks the opportunity to learn from other clients’ resolved issues and provides a reactive approach to outcomes at different stages of the customer lifecycle. It includes assistance for banks whose software versions are outside mainstream maintenance phases. Our team offers 24/7 support for critical production cases.

PAS Essential

PAS Essential is designed to provide banks with enhanced support for bank-led or partner-led implementations and upgrades, including compliance with regulations such as ISO 20022, SWIFT, and SR2025. Our global team offers 24/7 support for critical showstopper cases one week before go-live and during go-live weekends.

When banks need additional assistance to maximize their cost efficiency and meet customer expectations, Preferred Active Support (PAS) steps in to offer proactive solutions. This service ensures seamless operations and optimal utilization throughout the software lifecycle or specific project timelines.

Benefits



Accelerate resolution times with prioritized case handling and triage, allowing your bank to focus on what matters most



Enhance your team’s skills and self-sufficiency through webinars and personalized training sessions that foster growth.



Access industry best practices for driving operational excellence and optimizing application usage



Finastra Lending

Lending at scale

Eliminating friction and unlocking value across all aspects of lending and corporate banking.

Finastra is revolutionizing the lending experience by offering cutting-edge digital solutions that enhance customer engagement and streamline operations. Our innovative approach ensures seamless omni-channel interactions, reducing costs and accelerating deal closures for our clients.

We provide a range of innovative financial software solutions for:

- Syndicated lending
- Commercial lending
- Corporate lending
- Consumer lending
- Mortgage lending
- Trade and supply chain finance
- Cash and liquidity management
- Sustainability-linked lending

6-10%

of global trade finance
managed daily

~70%

of total syndicated
loans

\$100bn

in US-originated
mortgages annually

4m

loans facilitated
in the US every year

[Contact us](#)

About Finastra

Finastra is a global provider of financial services software applications across Lending, Payments, Treasury and Capital Markets, and Universal (retail and digital) Banking. Committed to unlocking the potential of people, businesses and communities everywhere, its vision is to accelerate the future of Open Finance through technology and collaboration, and its pioneering approach is why it is trusted by ~8,100 financial institutions, including 45 of the world's top 50 banks. For more information visit finastra.com

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