

Finastra OperatorAssist: Empowering financial institutions with intelligence, speed, efficiency, and scalability

As payment volumes grow and data complexity increases, enterprise teams are under pressure to do more with less friction. Manual processes and siloed workflows introduce bottlenecks, increase risks and errors, and limit scalability.

Operational challenges continue to bleed billions in revenue

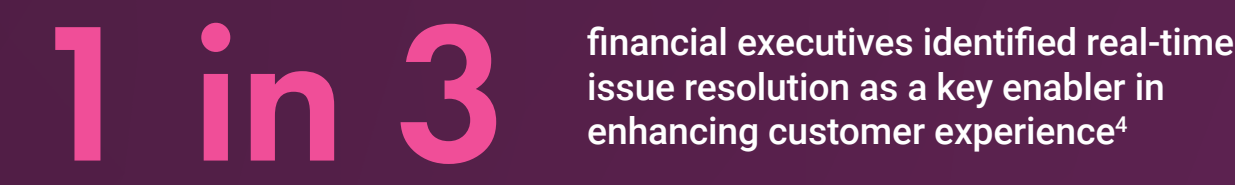


Reimagining operations with modern technology and Gen AI

Large Language Models (LLMs) are redefining how teams across the bank engage with payment workflows. Instead of manually navigating systems, users are now supported by AI-based technologies that understand context, interpret instructions and error messages, and resolve tasks with speed and accuracy.



This shift will enable operators, along with adjacent teams such as product, customer service, and technology, to focus on real-time resolution and enhance operational efficiency, agility, and customer experience.



From a cost containment mindset to one based on strategic investments – banks are investing in operations



In a high stakes’ payment environment, banks must equip their teams with solutions that deliver automation, agility, accurate insights, and faster resolution, – all while keeping pace with the regulatory landscape and growing business and customer needs.

Finastra OperatorAssist - Unlocking end-to-end efficiency and enhancing customer outcomes



- ☒ **OperatorAssist is a cloud-native**, Gen AI-powered solution, streamlining payment operations by reducing manual effort, accelerating payments resolution, and improving accuracy, delivering measurable efficiency gains and enhanced client experiences. It features a simplified user interface with natural language search and conversational capabilities, enabling business users, operational teams, and others to quickly locate, analyze, and act on payment information with unprecedented ease.
- ☒ **Leveraging our Gen AI-driven OperatorAssist solution**, financial institutions are expected to increase their efficiency by a minimum of 20%.
- ☒ **OperatorAssist is transforming payments lifecycle** by accelerating payments resolution, improving operations, enhancing client experiences, and delivering measurable efficiency gains.
- ☒ **By simplifying complex searches**, providing repair recommendations, enabling bulk actions and rule configurations, and offering collaborative tools, OperatorAssist significantly enhances operational efficiency – empowering teams to work with greater agility, accuracy, and insight.
- ☒ **The solution provides secure access**, contextual summaries, and drill-down visibility, enabling teams to shift from routine execution to strategic oversight. By empowering teams with speed, insight, and agility, OperatorAssist drives productivity and positions banks for scalable, smarter operations.

List of use cases and business benefits

Use cases



Note: *Denotes upcoming capabilities.

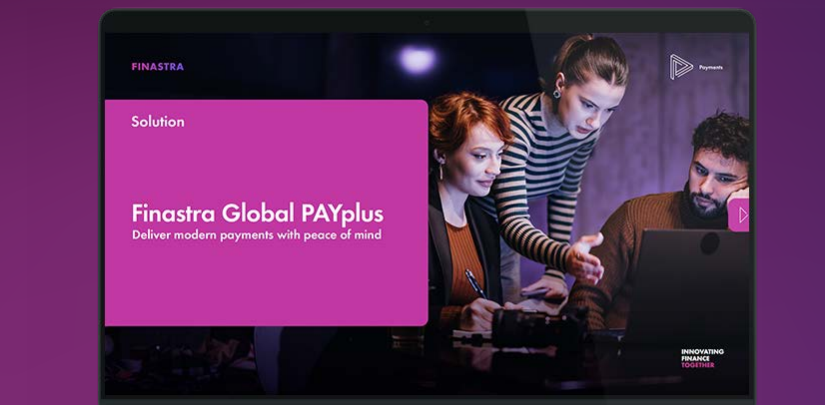
Business benefits



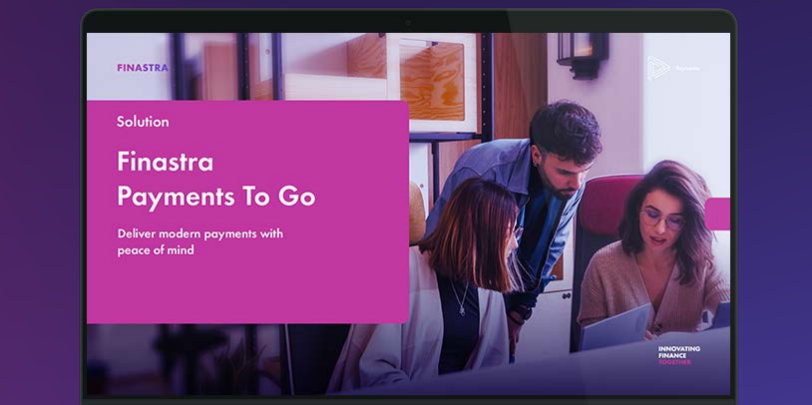
For global enterprise customers and super regional banks with challenging payment volumes, and the need for a multi-office setup with high business rules configurability to differentiate their services, can access Finastra OperatorAssist through our **Finastra Global PAYplus** solution.

While our mid-market customers, seeking access to modern technology in a Payments-as-a-Service (PaaS) model, with quick onboarding to pre-configured, best-practice workflows and business rules, can access Finastra OperatorAssist through our **Finastra Payments To Go** solution.

Finastra Global PAYplus



Finastra Payments To Go



References

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