

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

\$2B **700M** **23%**

cost of inefficient exception and investigation handling to the industry each year¹

number of transactions impacted by these inefficiencies annually¹

of commercial clients rank payment errors as their biggest pain point in relation to their current payment providers²

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.



The use of LLMs has the potential to automate 33% of time spent on tasks at banks³

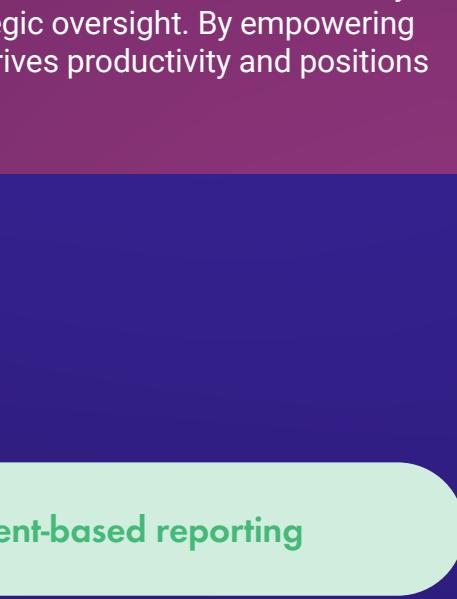


Over 90% of banks are either planning or exploring to integrate AI to automate operations⁴



of IT teams are resolving issues faster with GenAI⁵

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.



1 in 3

financial executives identified real-time issue resolution as a key enabler in enhancing customer experience⁴

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



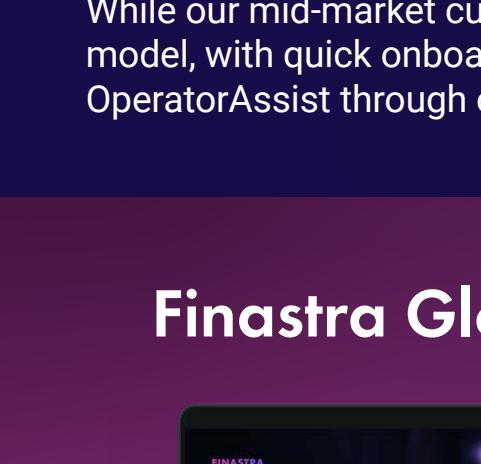
Corporate bank IT spending is projected to increase by 6.1% in 2026, driven by a shift in focus towards improving operational efficiency⁶



Achieving greater speed and agility are among the top 3 IT spending drivers⁶

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.

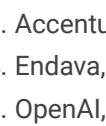
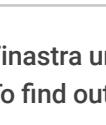
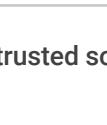
Finastra OperatorAssist - Unlocking end-to-end efficiency and enhancing customer outcomes



- 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.

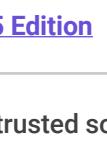
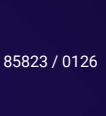
List of use cases and business benefits

Use cases

-  Streamline payment searches
-  Management-based reporting
-  Search payment audit details
-  Repair recommendations*
-  Export payment information*
-  Upload payment details to create a payment message*
-  Action payments within OperatorAssist search results*
-  Multi-language support*

Note: *Denotes upcoming capabilities.

Business benefits

 Enhance productivity and satisfaction across different teams at financial institutions	 Achieve greater visibility and control
 Efficiently manage high priority payments, improving end-to-end client satisfaction	 Accelerate onboarding and training for new staff
 Minimize operational errors, costs, and risks, and maximize efficiency gains	 Scale operations across regions and countries with an AI-driven solution

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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3. Accenture, [Work, workforce, workers: Reinvented in the age of generative AI](#)

4. Accenture, [Power, workforce, workers: Reinvented in the age of generative AI](#)

5. OpenAI, [The state of enterprise AI](#)

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