

Factsheet

Preferred Active Support from Finastra

Finastra's software delivery, training and support model is evolving to address the unique challenges of today's financial marketplace

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We succeed when you do. Leverage Finastra's deep bench of expertise to help you achieve your objectives and optimize your solutions."

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

Finastra Preferred Active Support is based on four pillars:



Personalized support

Access a dedicated PAS Lead for tailored strategy, planning, and troubleshooting support.



Priority handling

Fast-track case resolution with direct access to expert review and service-level compliance.



Expert access

Engage in scheduled sessions with seasoned professionals for focused, high-value insights.



Performance optimization

Comprehensive reviews to maximize system efficiency, productivity, and optimize utilization.

Finastra's Preferred Active Support Team provides proactive guidance, tailored to your precise needs, throughout your solution lifecycle

Preferred Active Support combines an AI engine for common inquiries with a premium personal support team of subject matter experts dedicated to ensuring your services align with your strategic objectives.

- We conduct regular meetings with you to ensure every aspect of your solution is clearly understood and continuously optimized for efficiency, speed to close, and profitability.
- We deliver scheduled 1:1 expert sessions, hands-on labs (Mortgagebot and LaserPro only), and priority case management, supported by a US-based resource during US business hours to ensure timely responsiveness.
- We offer Product Optimization Reviews to help maintain system health and equip clients with insight into upcoming functionality.
- Benefit from expedited integration support from a dedicated lead who can initiate the process immediately, bypassing standard wait times.
- Our governance calls help maintain alignment between stakeholders, track progress, and ensure transparency across ongoing initiatives.

- Preferred Active Support is a subscription-based service that provides predictable, up-front pricing.

We're with you every step of the way, ensuring your services are installed on time and as promised, your teams are trained to enjoy the benefits of compliance certainty and efficiency, and your questions and concerns are promptly addressed and your services are consistently available to meet your exacting requirements.

Personalized Support	Preferred Active Support
Online Case Management	✓
Access to a global advisory pool of experts	✓
Priority Case Management	✓
Tailored Support	✓

System Optimization Services*	Preferred Active Support
System Diagnostics	✓
Configuration Diagnostics	✓
Adoption Diagnostics	✓

Enablement Resources*	Preferred Active Support
Knowledge Portal access for guided and self-guided learning	✓
eLearning access	✓

* Availability varies by product offering and is included in select tiers.



Our expert resources in the U.S. are operational during standard continental business hours, ensuring full alignment with your workday.



We provide clarity on the services included in your contract, along with guidance on utilization to maximize your investment.



Enjoy proactive collaboration that fosters attainment of your strategic goals.

[Contact us](#)

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ID-42138 / 0624

Corporate Headquarters

Four Kingdom Street
Paddington
London W2 6BD
United Kingdom
T: +44 20 3320 5000

FINASTRA