

Finastra Premium Support Services

A structured, proactive, and outcome-led partnership

Expert support that keeps your platforms resilient,
reliable, and ready for what's next





Protect operations, reduce risk, and accelerate the value that you get from our software

Premium Support Services gives your institution a predictable, expert-led support partnership that keeps your trade and lending platforms stable, secure, and optimized for performance at every stage of your transformation

Banks today operate in a world where stability, regulatory change, and technology evolution must be managed simultaneously. Our service offerings are designed to help you achieve all three.



Protect business continuity

Ensure seamless day-to-day operations with expert incident management, clear communication, and prioritized triage that keeps your mission-critical platforms running without interruption.



Reduce operational risk

Stay ahead of potential issues with proactive diagnostics and health checks that identify patterns early, improve system resilience, and prevent recurring disruptions.



Maximize software value

Unlock the full potential of your trade and lending platforms with best practice guidance, configuration support, feature adoption insights, and access to curated learning and product webinars.



Make change predictable

Navigate upgrades and change events with confidence through technical health reviews, release readiness guidance, and structured access to product specialists.



Gain confidence and clarity

Benefit from a named success partner who co-creates your success plan, coordinates engagements, tracks progress, and ensures you consistently achieve the results that matter to your bank.



Choose the support plan that's right for your bank

Whether you're looking for essential coverage, faster guidance when it counts, or a proactive partnership that helps you accelerate value — there's a plan designed for your bank.

Essential

Essential support to keep your platform stable and running every day

Incident management

Expert troubleshooting during business hours to keep operations moving smoothly.

Access to releases & updates

Stay current and secure with continuous access to software patches and roadmap-aligned updates.

Knowledge resources

Self-service guides and troubleshooting documentation.

Proactive

Faster responses and guided expertise for the most important issues

Dedicated Customer Success Manager

A named expert who co-builds your success plan and helps drive measurable outcomes.

Priority incident handling

Faster triage and escalation for high-impact cases to minimize business disruption.

Best practice & configuration guidance

Targeted recommendations to strengthen adoption, utilization, and operational performance.

Post-go-live diagnostics

Structured health reviews to identify early risks and improve platform stability.

Access to e-learning

Access to Finastra hosted e-learning platform.

Complete

Proactive, outcome-driven support that maximizes value and reduces risk

24/7 critical incident support

Always on expert coverage to protect mission-critical operations.

Proactive upgrade readiness

Preview upcoming releases, understand impacts and prepare confidently for smoother transitions.

Guided learning & webinars

Curated enablement sessions to help your teams adopt new features and capabilities faster.

Quarterly system diagnostics

Regular pattern-based reviews that identify risks before they impact users.

Product & technical specialist access

Direct engagement with expert teams for deeper platform guidance and optimization.

Support that aligns with your bank's ambitions

Tailored support experiences that match your pace of growth and change

	Essential	Proactive	Complete
	Ideal for banks that need dependable daily stability and essential protection for critical operations	Designed for banks that want faster issue resolution and expert guidance to strengthen stability and adoption	Built for banks that want ongoing partnership, deeper insights, and minimize risk to accelerate long-term value
Run with confidence			
Access to software releases	●	●	●
Incident management	●	●	●
Business-hours support	●	●	●
Knowledge articles & documents	●	●	●
Dedicated Customer Success Manager		●	●
Stabilize and adopt faster			
Prioritized incident management		●	●
Best-practice guidance and recommendations		●	●
Post-go-live diagnostics		●	●
Access to e-learning		●	●
Advance and evolve with certainty			
24/7 on-call support for critical incidents			●
Quarterly system diagnostics			●
Release readiness support			●
Curated instructional webinars			●
Access to product and technical specialists for platform guidance			●

Enhance your PSS with optional add-ons

Create a tailored support experience that meets the specific needs of your bank.

Ensure sustained value from our platform

Customer Strategic Architect

Upskill with role-based learning and AI-driven support

Academy.AI and Smart Assistant

24*7 support for high-priority or time sensitive operations

Out-of-hours support

Reduce change risk and accelerate time-to-value

Product regression testing service

Build faster with experts

Product development resources

INNOVATING FINANCE TOGETHER

Finastra partners with customers to deliver reliable and secure mission-critical financial services software shaped by their needs and driven by innovation.

Contact us

To find out more, visit finastra.com © 2026 Finastra. All rights reserved.

ID-88386 / 0426

Corporate Headquarters

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

FINASTRA