

Factsheet

US Payments – Advanced Support

Expert-led, proactive support for mid market financial institutions

While mid-market financial institutions (FIs) using the PAYplus USA and GFX platforms continue to benefit from scalable and reliable Wires and Swift payment processing, these are long-standing products which have some features that can present support challenges:

- Clients can require assistance to adjust to new developments and regulatory updates. This is especially true for FIs with high volumes or customizations.
- To maintain these solutions, Finastra's Development team issues releases, including patches and fixes, over the course of the year. As is common with legacy systems, some patches and updates may introduce new challenges during regression testing, requiring additional direct support from Finastra.

- Some US Payments clients are experiencing a loss of their seasoned staff, which has increased the number of cases and interactions with the Finastra support team.

As transaction volumes grow and regulatory changes accelerate, institutions require more than reactive support—they need a proactive service ensuring reliability, responsiveness, and strategic insight.

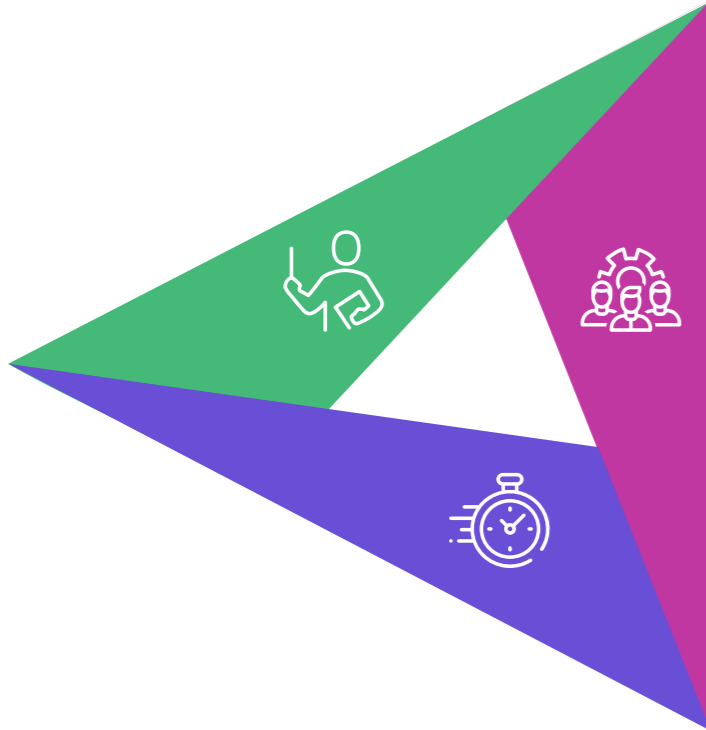
Our Advanced Support package delivers faster ticket resolution through the tailored guidance of an allocated resource that builds the deeper partnership and prioritization many FIs are looking for.

Our strategic advisors deliver consistent communication, prioritized handling of issues, proactive engagement, and meaningful improvements to operational performance.



// ***US Payments Advanced Support goes beyond faster issue resolution - it delivers operational confidence as transaction volumes and regulatory demands increase.***

US Payments Advanced Support is based on three key features



Designated Advanced Support Advisor

An allocated US Payments Advanced Support Advisor acts as your single point of contact providing:

- Consistent communication and regular check-ins (weekly or bi-weekly).
- Relationship building grounded in deep understanding of your business and US Payments usage.
- Coordination of configuration sessions and follow-up activities.
- Strategic insights based on performance analytics and recurring engagement.



Proactive Service Calls & Operational Reviews

Proactive engagement is central to the US Payments Advanced Support model. Banks receive:

- Weekly service call cadence (vs. ad hoc in the standard model).
- Proactive outreach on known or systemic issues, including early recommendations to avoid disruption.
- Regular prioritization discussions, ensuring alignment on critical tickets and business objectives.
- Clear KPIs and tracking, including Mean Time To Resolution (MTTR) and backlog health.



Prioritized Support Ticket Handling

The US Payments Advanced Support model accelerates resolution speed and addresses slow or inconsistent responsiveness:

- Critical tickets are expedited, ensuring faster business continuity.
- The advisor mobilizes cross functional teams, manages escalations, and coordinates next steps efficiently.
- Advanced Support provides monitoring of individual cases, avoiding the delays common in first in, first out queues.
- Clients benefit from proactive communication on ticket status—something not available in the standard model.

Business Value for US Payments Customers

US Payments Advanced Support empowers banks to:

Increase Reliability	Improve Operational Efficiency
Maintain consistent, uninterrupted payment processing ✓	Fewer open issues and shorter Mean Time To Resolution (MTTR) ✓
Resolve issues faster through prioritized ticket handling ✓	Streamlined communication with a single point of contact ✓
Reduce operational risk with proactive monitoring ✓	Cohesive cross-functional alignment led by your advisor ✓
Gain Strategic Insight	Enhance Responsiveness
Guidance on product usage, performance trends, and optimization ✓	Maintain consistent, uninterrupted payment processing ✓
Feedback loops that influence product improvements ✓	Clear escalation paths and ownership ✓
Customer-specific insights for internal planning and prioritization ✓	Frequent updates and structured communication ✓

Delivering Tangible Business Outcomes

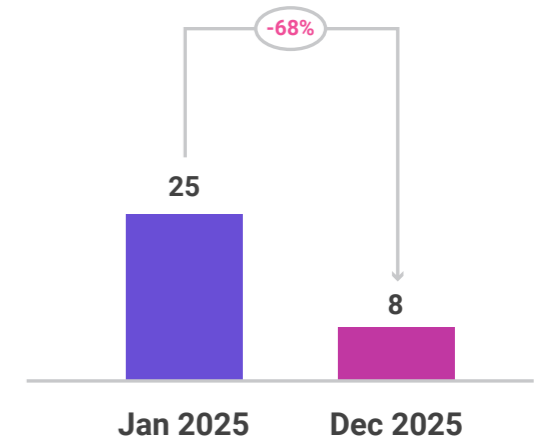
The US Payments Advanced Support service is built to deliver measurable improvements in operational performance.

Case Study: US Payments Bank Using an Unpaid Pilot Support Advisor

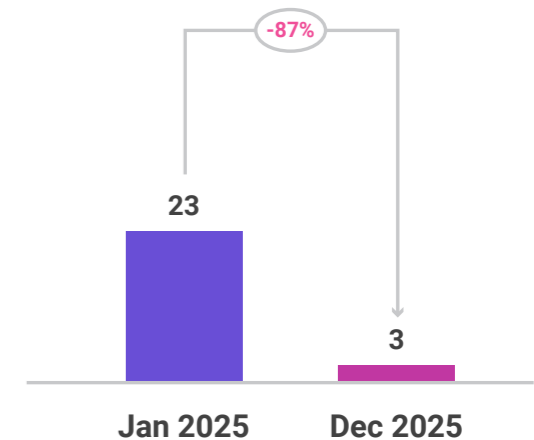
- **68% reduction in case backlog** despite increased case volumes from ISO & CBPR+ upgrades.
- **87% reduction in MTTR**, driven by prioritized focus and structured engagement cadence.

These results demonstrate the direct and quantitative impact an allocated Advanced Support Advisor can have on operational efficiency and customer satisfaction.

Case Backlog



MTTR



Why US Payments Advanced Support?

Designed for mid market FIs with growing transaction volumes and rising service expectations, US Payments Advanced Support provides a proactive support relationship—delivering reliability, responsiveness, and strategic value. The adjacent table summarizes areas where the Advanced Support Service delivers additional business benefits.

But US Payments Advanced Support goes beyond faster issue resolution - it delivers operational confidence as transaction volumes and regulatory demands increase. By pairing proactive governance with an allocated advocate who understands your payment environment end-to-end, the service creates predictability in day-to-day operations and clarity in moments that matter most.

The result is not just improved performance metrics, but a stronger, more resilient operating model that frees teams to focus on business growth and delivering exceptional payment experiences to their customers.

[Talk to us today](#)

[Contact us](#)

	Service Call Cadence	Access to Expert Resources	Support Ticket Handling
Standard Support	Ad hoc	Ad hoc	Standard support (typically First In - First Out within priority)
Advanced Support Service	Weekly	Advanced Support Advisor coordinates and schedules	Advanced Support Advisor expedites handling in line with customer agreed priority

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