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FINANCE IS OPEN

**AGILE METHODOLOGY**

# **IMPLEMENTING PAYMENTS SOLUTIONS— ADOPTING AN AGILE APPROACH**





# Maximizing Returns, Minimizing Risks

**When implementing mission-critical systems in today's competitive and unpredictable environment, firms across the world—quite rightly—do all they can to maximize returns on IT investment.**

However, a shortcut or wrong turn at any stage of the project can delay time-to-market, disrupt ongoing operations and reduce efficiency. This holds true across the transaction banking spectrum.

Finastra ensures that clients avoid these pitfalls, and helps them bring projects in on time, on budget and at the lowest possible risk. For more than two decades, we have helped over 1,000 of the world's leading financial institutions and corporations use our products to achieve their transaction banking goals.

Focusing relentlessly on maximizing customer satisfaction, our services team—comprised of system architects, implementation experts, integration experts, support professionals and trainers—ensures that clients implement our solutions successfully, and are able to on-board their staff and customers quickly and effectively. This support is maintained beyond the implementation phase, so clients can optimize their investment throughout the lifecycle.



# Advanced Technology for Rapid Integration

**Finastra’s ability to ensure that our clients benefit from the optimal return on investment is strengthened by our technologically advanced global payments solution—which is set apart from many others on the market today by being built on a true service-oriented architecture (SOA)-based platform.**



Our track record of successful delivery is second to none, having been built up and proven with thousands of clients, including some of the world’s top financial institutions.”

This makes integration with existing technology infrastructures faster, easier and more predictable, as well as enabling the reuse of components across the enterprise, improving speed-to-market for new products while also boosting and accelerating payback. Our SOA-based architecture increases straight-through-processing and customer satisfaction by providing enhanced self-service capabilities, and greater visibility into payment initiation and processing. It also provides an ideal platform for innovation through API enablement of the entire bank.

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To meet our clients’ needs, the Finastra team brings to bear a wealth of skills and knowledge as well as experience, with more than 1,600 of our employees possessing advanced degrees. And our clients benefit directly from these capabilities: in 2014, 2015 and 2016, our customers won Celent’s prestigious *Model Bank Award for Payments Innovation*.

## **Finastra: A World Leader in Transaction Banking**

Finastra has one of the world’s largest teams with a dedicated specialist focus on transaction banking, and is one of very few vendors with market leadership across the entire transaction banking spectrum: payments, cash management, trade, supply chain finance, and lending. An acknowledged thought leader, we have consistently led the market in innovation, including setting the industry agenda in immediate/real-time payments, blockchain, and open API banking.

Finastra’s Services Team helps customers to maximize their investment by:

- Ensuring the best use of our products
- Adopting best practices to minimize risk
- Transferring knowledge effectively and efficiently through training
- Delivering excellent customer service throughout ongoing operations

# Implementing Payment Solutions: A New Approach



By continuously monitoring and evaluating throughout the process, the team has much greater and more accurate visibility into the actual progress of the implementation.”

There is a widespread perception that payments implementation projects are—by their nature—long and complex undertakings. But the reality is they don't need to be.

At Finastra, we leverage our market-leading expertise and decades of experience to simplify and shorten the entire implementation process, ensuring projects come in on time and on budget, and deliver against their original goals. We do this by:

- Using an agile implementation methodology that offers a lightweight framework to rapidly deliver business value to our customers while at the same time significantly reducing risk
- Providing clients with high-quality commercial off-the-shelf (COTS) software as a product baseline, which is then configured to their business processes, installed and ready for testing to commence

### The Benefits of Agile

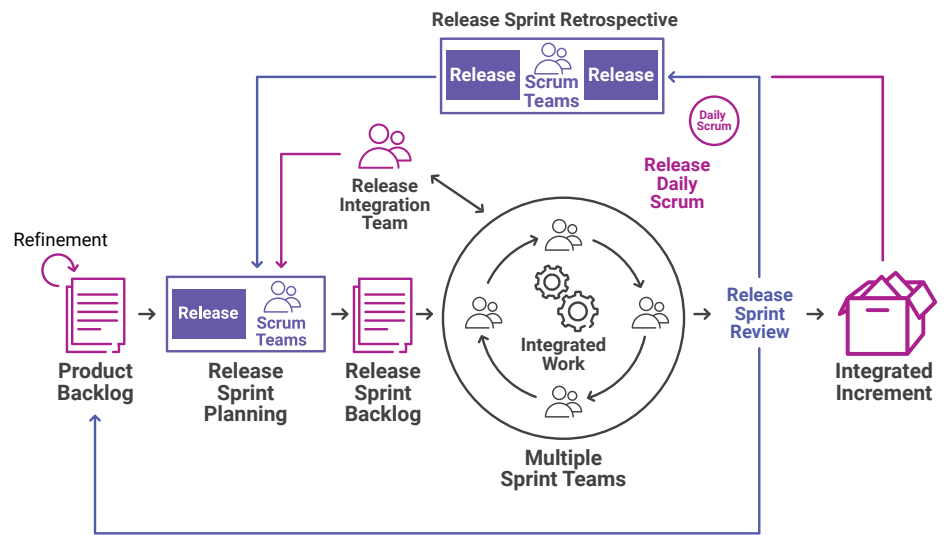
- **Quick 'Journey to Value'**—The iterative nature of agile implementation means features are delivered incrementally, enabling some benefits to be realized early as the product continues to develop.
- **Improved Quality**—Delivering smaller, incremental units and conducting testing throughout the process, allows for quick feedback as the business and team gain early quality insights and validate performance.
- **Promotes Transparency**—Agile encourages a collaborative approach to implementation. Stakeholders have visibility into delivery priority, incremental progress, and work to be completed. Expectations and change are effectively managed.
- **Mitigates Risk**—Frequent delivery of working software and shorter feedback loops, mean integration and testing is identified, prioritized, and rectified more quickly.

### Implementation Methodology

Our agile implementation approach accelerates the time in which we can deliver business value, and through the process of continuous planning and feedback, we are able to ensure that value continues to be maximized throughout the development process. As a result of this iterative method, our team is able to continuously align the delivered software with the desired business value, easily adapting to fit requirements throughout the process. By continuously monitoring and evaluating throughout the process, the team has much greater and more accurate visibility into the actual progress of the implementation. This ensures an efficient, low-risk implementation that helps our customers realize the highest value from their investment in the shortest possible time.

The Finastra payments services team who deliver all of this for our clients includes over 600 highly qualified specialists, who combine advanced educational qualifications in finance and technology with deep practical experience and a consistent focus on customer success.

Diagram 1: Finastra's Agile Implementation Methodology



# Waterfall Versus Agile Delivery Methods

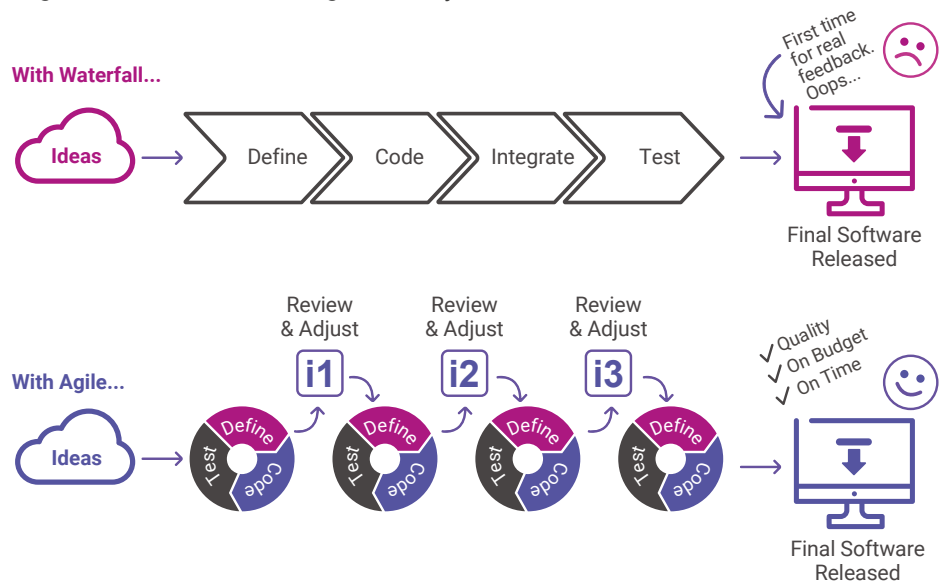
The benefits of Finastra’s modern agile approach are best seen when compared with traditional delivery processes such as waterfall.

“Complex programs are divided into well-defined packages that can be independently built and validated, making the most efficient use of resources.”

In such projects, significant time and resources are expended on extensive upfront documentation and specifications, which customers are required to approve on an all-or-nothing basis. After this, all software is built and integrated in a single extended development and test cycle, and delivered to customers in a monolithic package. The process involves limited or no collaboration between developers and stakeholders, and is highly prone to deliveries riddled with defects. It should come as no surprise that projects based on this approach have given payments implementations their poor reputations for quality and cost.

With agile delivery, on the other hand, the built-in iterative nature of the process ensures that there are frequent opportunities for both Finastra and our customers to collaborate, iterate and validate requirements throughout the project lifecycle. Complex programs are divided into well-defined packages that can be independently built and validated, making the most efficient use of resources. Small teams working in concert and in parallel, often co-located, promote an atmosphere of sharing and collaboration. The result is a final product of superior quality, delivered on time and budget, and that meets the customer’s strategic vision for leadership in payments.

Diagram 2: Waterfall Versus Agile Delivery Methods





### Delivering Targeted Outcomes—On Time And On Budget

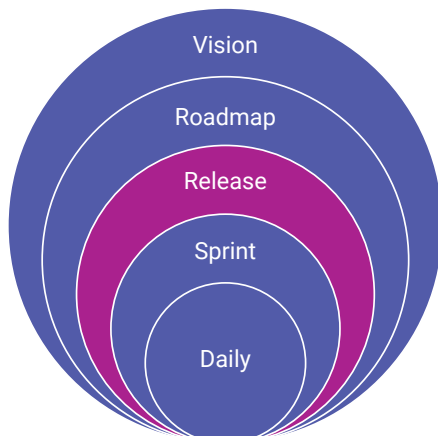
The most challenging aspect of a complex multi-country payments implementation is, quite simply, bringing in the program on time and on budget.

- Individuals interacting, within a framework, in a collaborative manner to design and build a solution based on a common understanding of requirements to deliver business value.
- Working software delivered in small increments and validated against requirements to meet business needs.
- Customer collaboration throughout the process, reinforcing a common understanding of the requirements across organizational boundaries and validating that the working software meets the business needs at recurring points.
- Responsiveness to change so that the plan can be gracefully adjusted to meet dynamically changing business needs.

A culture steeped in the above principles is well equipped to effectively execute a delivery lifecycle based on the key concepts of Value Discovery and Value Delivery:

- Value Discovery teams develop a product vision and delivery roadmap at the feature level.
- Value Delivery teams:
  - In the first iteration, use the features to build a release plan and review the architectural model
  - Break the features into user stories for modeling and release planning
  - Create an initial sprint plan
  - Develop, test and validate
  - Use daily Scrum to let teams synchronize and plan each day

Diagram 3: Key Elements of Agile Delivery



## Value Discovery and Value Delivery in the Agile Lifecycle



The end result is on-time, on-budget delivery with minimal risk and cost, as proven by Finastra’s extensive track record of success in payment solution implementations worldwide.”

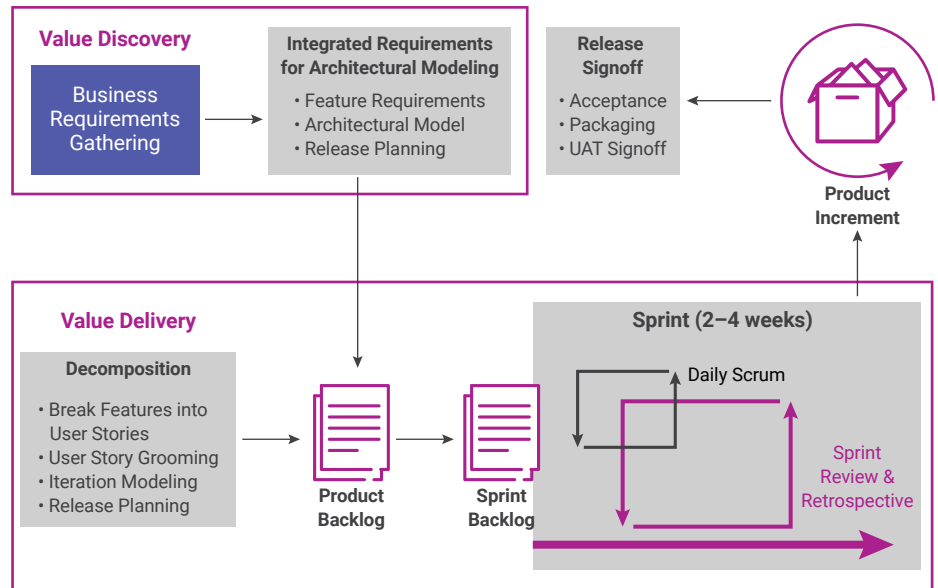
Diagram 4 shows how Value Discovery and Value Delivery are incorporated into the overall agile lifecycle, delivering the following client benefits:

- Changes uncovered in one sprint can be accommodated during the next one, providing a quicker, less disruptive and more cost-effective result.
- Clients can review the product through “mini-demos” early in the process, to understand functionality, user experience and other areas of interest.
- The client has input to the prioritization of features, so there is transparency of project progression.

- Delivery of features incrementally allows the client to understand timing and request delivery of features for testing ahead of the full project completion.
- Client feedback allows the team to improve specific features reviewed but also to apply what is learned to features yet to be developed.

The end result is on-time, on-budget delivery with minimal risk and cost, as proven by Finastra’s extensive track record of success in payment solution implementations worldwide.

Diagram 4: Value Discovery and Value Delivery in the Agile Lifecycle





### **Quick Time-To-Market: A Real-World Example**

Supported by our proven implementation methodology and services team, Finastra clients across the globe have gone live with some of the world's most complex payments projects in record time. At one of Asia's largest banks, Finastra's global payments system was implemented across 14 branches in 12 countries in just one year. And that was just the start: in the second year, the solution was successfully implemented in 21 more branches across 17 countries. As of today, the system is running smoothly in 35 branches across 29 countries in Asia, Europe and Africa—a remarkable achievement in less than three years.

# Global Coverage with Local Responsiveness



Many of our clients have boosted STP rates to over 90 percent



## 24/7

Support experts are available to respond to technical and functional queries

### Global Coverage With Local Responsiveness

While Finastra's reach and coverage are global, we're keenly aware of the unique and varied needs of our clients, and the importance of providing local support. Our diverse experiences on client projects in Europe, North America, South and Latin America, the Middle East, Africa and Asia Pacific have been instrumental in enabling us to become a world leader in transaction banking.

We have also built an ecosystem of partners to provide the scalability and expertise we need to keep expanding our coverage, extending our scale and developing deeper relationships with our clients. Our comprehensive set of more than 30 payments and treasury services case studies—accessible on our website—speaks to the company's understanding of the unique needs of clients in all parts of the world.

### Customer Support

Equipped with over 20 years of first-hand experience of solution delivery, and a collective wealth of technical knowledge and insight, Finastra's team of application support experts are available 24/7 to respond to technical and functional queries. This team has a solid track record of diagnosing and resolving issues quickly and helping clients maintain smooth day-to-day operations. Equally important, the team provides Finastra's clients with the information and ongoing advice they need to make informed, proactive and timely operational decisions every working day.

Finastra clients who require support can use a variety of methods to get to the experts and the information they need. Our product experts can be easily reached 24/7 through our customer support center. At their convenience, clients can use email, phone or our customer relationship management system to immediately reach a payments professional with either urgent requests or business-as-usual questions.

### Delivering Value Immediately

Finastra clients across the world have realized significant savings by eliminating the costs of maintaining multiple legacy payments and treasury services systems, increasing STP to drive improved performance and customer service, and enhancing transparency to gain better insight into liquidity. As a result of implementing our solutions, many of our clients have been able to eliminate 60 or more legacy systems and boost their STP rates from 60 to over 90 percent. Moreover, our clients typically find there are considerable cost savings to be realized by outsourcing to an expert specialist transaction banking partner. One major American bank client estimates it has saved well over US\$100 million by using an end-to-end packaged payments hub solution from Finastra.

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# Finastra Functional and Technical Training Courses

At Finastra, we provide our customers with comprehensive user training services that can be tailored for end-users of all types (project team, super users and regular users) during and beyond implementation.



Courses can either be off-the-shelf and focused on a particular product or business area, or specifically tailored to meet a client's unique needs.”

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Users can participate in a range of functional and technical courses, as well as certification programs ranging from

'beginner' to 'experienced user'. Training may be undertaken at Finastra training centers, or at a customer location.

Some of the training options offered by Finastra provided below.

## Finastra Functional & Technical Training Courses

Type	Level	Course
Functional	Basic	Industry Training
		Fusion Global PAYplus, Services Platform Essential Training
	Certificate	Single Payment Processing (SPP) Specialist
		Bulk Payment Processing (BPP) Specialist
		Global Liquidity & Risk, Services Platform (L&R) Specialist
		G3 Processing
		End User Specialist
		Fusion Global PAYplus Platform to Fusion Global PAYplus Services Platform
Technical	Basic	Operation & Maintenance
	Integration	Fusion Global PAYplus, Services Platform Technical Design & Integration





## About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today –spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit [finastra.com](http://finastra.com)

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