



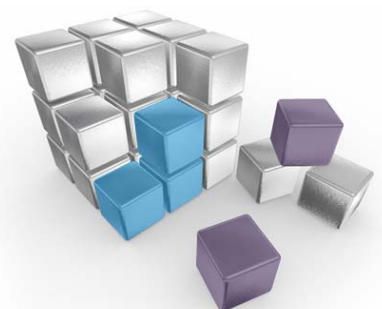
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## Misys BankFusion Universal Banking

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Benefits Compendium

August 2008





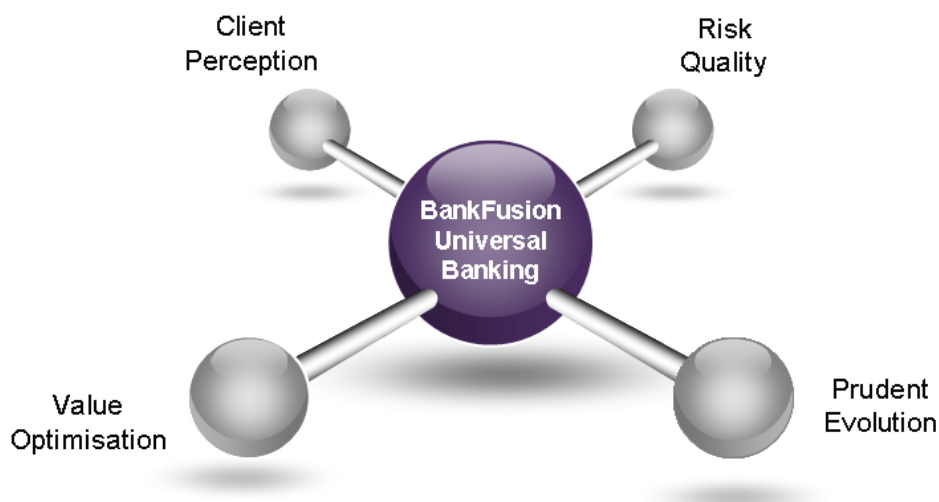
## Contents

<b>Introduction</b> .....	<b>3</b>
<b>Client Perception</b> .....	<b>3</b>
Party.....	3
Relationships.....	4
Profile .....	4
Sales .....	4
Service .....	5
<b>Risk Quality</b> .....	<b>6</b>
Approach.....	6
Assessment.....	6
Review .....	6
Security .....	7
Reporting.....	7
Limits & Notifications.....	7
<b>Value Optimisation</b> .....	<b>8</b>
Channels.....	8
Payments .....	8
Charges and Pricing.....	9
24 / 7 Operation .....	9
<b>Prudent Evolution</b> .....	<b>10</b>
Process .....	10
Products.....	10
Compliance .....	11



## Introduction

During uncertain financial climates, Client Perception, Risk Quality, Value Optimisation and Prudent Evolution are among the key stabilisers banks rely on to achieve growth targets.



## Client Perception

With increasing migration patterns and changing customer demographics, managing the transient loyalties, behaviours, needs and lifestyles of customers is altering the way banks must interact with customers and implement relationship strategies. Not only do banks need to aggressively retain their existing customer base and attempt to attract new customers but must actively anticipate changing demands. Against this backdrop they must analyse & predict future trends while managing unpredictable customer relationships if they are to remain competitive. To achieve this, banks IT solutions must be positioned to meet these challenges.

Misys BankFusion Universal is positioned to meet these challenges by delivering innovative and responsive solutions around Party (Customer), Relationship, Sales and Service support processes.

## Party

**The BankFusion Universal Banking Party Model is the foundation of relational customer management.**

It is central to delivering comprehensive support for the management of a range of party entities including customers, correspondents, customer advisors, guarantors,



suppliers etc, in fact any entity having a relationship of any nature with the Bank or its customers. The model is based on the principle that each 'Party' has unique relationship management needs and offers distinct sales & revenue generation opportunities. It is a flexible and extensible data model to cater for differing operational and compliance needs worldwide.

## Relationships

**The BankFusion Universal Banking Party Model enables banks to define, link and manage all inter and intra party relationships.**

All persons or enterprises having a relationship with the Bank has a Party record, providing a simple yet powerful framework for managing party relationships, bank relationships, party to party relationships, relationship inferences and product associations. It offers true single point of capture for product and service usage and single point of entry for static capture and updates across all channels. Accounts, contracts and other party agreements are relationally linked to the associated party(s) ensuring correct origination and management of multiple relationship accounts. Multiple addresses, customer limits, the linking of customers to customers and other standard party model features are supported. (Limits can be maintained by account, customer/entity and individual person, if required).

## Profile

**BankFusion Universal Banking's Customer Profile enables banks to quickly see the extent, value, and potential of individual party relationships.**

BankFusion Universal Banking is a customer-centric solution delivering a holistic 360° profile of Client Relationships that can be accessed from any channel using a combination of information such as, Name, Account Number, National ID Number, Date of Birth, Post Code, Passport Number, etc.

## Sales

**BankFusion Universal Banking's comprehensive range of origination and party management processes supports banks to maximize product sales and cross sale. Planned inclusion of predictive analysis capability in a coming release will provide significant added value for Sales Management.**

The customer origination framework enables banks to capture and maintain a comprehensive range of client information necessary to manage and increase sales of banking services and products. Non-financial customer interactions both inbound and outbound can be automatically logged for CRM, Sales and audit purposes and information on financial products that a customer may hold in other systems can also



be retrieved and displayed by BankFusion Universal Banking thus providing a holistic 360° profile of a customer's banking relationship.

The integration of predictive analytics capability in a future release will further enhance the ability of BankFusion Universal Banking to support the sales and cross sales challenges facing banks into the future.

## Service

**BankFusion Universal Banking provides a comprehensive range of processes to support a bank in their management of changing and demanding customer requirements.**

Customer Service functions include:

- Cheque Books (Orders, Cancellations, Stops etc);
- Balance Enquiry;
- Statements / Mini Statements;
- Transaction Details / Investigations;
- Open / Close Account;
- Product Details (Features / brochures);
- Fees & Charges Details (Summaries, Details, Brochures);
- Rates Enquiries (FX, Interest);
- Customer / Account Search;
- Account Stops / Blocks;
- Customer Interaction Management.



## Risk Quality

Risk is an intrinsic part of all banking activity whether strategic or tactical. Managing and minimizing risk is where the challenge lies for all banks with particular focus being placed on compliance, disclosure & measurement with a growing need to adhere to best of breed risk management practices.

To manage ongoing risk in this context, business practice and process transparency is critical as is the ability to understand the nature of the business process and the risk impact of change when it occurs. More critical ongoing will be the ability of banks IT solutions to support individual bank approaches to managing and minimizing risk exposure.

## Approach

**BankFusion Universal Banking allows banks to take a systemic approach to risk.**

Adherence with KYC and AML compliance requirements and diverse supervisory standards is built in to all relevant origination and transaction management processes. The use of the Process Modeller to establish consistent repeatable standards for customer facing staff to follow helps address operational risk issues that have been at the forefront of many regulatory authority's activities in recent years.

In addition, the party data model and RDBMS implementation, together with the data extension capability of the solution allows banks to better segment and categorise credit-risk assets and counterparties.

## Assessment

**BankFusion Universal Banking delivers a customisable framework in which to meet compliance requirements.**

BankFusion Universal Banking's Customer origination framework ensures that Banks comply with KYC and AML requirements through integrated OFAC and SAM processes that can be easily configured to meet differing local requirements. The fully integrated loan origination framework also incorporates functionality to ensure that the credit and risk profile of clients or prospects seeking credit facilities is fully assessed.

## Review

**BankFusion Universal Banking provides flexible and comprehensive customer management processes to review relationships and exposures.**



The fully integrated Customer Profile offers a true 360° relationship view of client relationships and exposures with the ability to access specific levels of detailed and comprehensive historical data. The Account Review function provides a comprehensive 'snapshot' of account operations to support credit grading, risk and customer reviews.

## Security

**BankFusion Universal banking delivers comprehensive and definable authentication and authorization structures.**

BankFusion Universal provides single sign on authentication for users limiting their access to relevant business functionality based on user and role definitions that comply with and mirror bank organization and authorization structures. Access control to customer groups, customer segments, products, branches, accounts, balances and individual data can be custom defined for individual banks.

## Reporting

**BankFusion Universal Banking offers sophisticated reporting and enquiry tools to support extensive risk management reporting.**

Available reporting and enquiry tools, including the Misys recommended approach of using Crystal Reports from Business Objects and other tools from the same product suite such as Xcelsuis allow reporting and management information features to be created that can offer varying levels of sophistication, ranging from simple warning dashboards to complex multi-attribute modelling to support the management of risk and meet local and regional compliance regulations.

## Limits & Notifications

**BankFusion Universal Banking delivers a multi-tiered unrestricted limits structure which coupled with the notifications service supports banks to manage individual and global exposures.**

BankFusion Universal Banking provides flexible and unrestricted hierarchical limit tree structures with the ability to assign multiple parental limits to individual limit elements within a structure.

The notification service supports a comprehensive range of event management and provides the capability to route exceptional items, i.e. items flagged for two-stage input or automatic suspicious activity monitoring on outgoing and incoming payments, to the appropriate user(s) for notification or authorisation.



## Value Optimisation

All banks attempt to use imaginative and innovative ways to distinguish themselves in a highly competitive market and are constantly seeking advanced solutions for the seemingly insatiable appetite of the public for new products, services and service delivery methods. The prime areas of focus revolve around service delivery and robustness, product bundling, product diversity, payment flexibility, relationship and value-based pricing models.

Misys BankFusion Universal Banking is well positioned to support banks to focus on these prime areas by delivering flexible solutions around channels, payments, pricing and operational robustness.

## Channels

BankFusion Universal Banking can integrate with most branch automation platforms, leveraging its unique process-based integration layer to access and deploy an unlimited range of process driven transactions and interactions.

Through its configurable messaging interface BankFusion Universal Banking readily interfaces to ATM systems including ISO8583 support in addition to the CR2 (Sparrow) proprietary format. Support for BASE 24 is also planned for an upcoming release.

The Misys IFM internet solution will continue to be the primary Internet solution. Through its configurable messaging interface BankFusion Universal Banking will also be readily adaptable to other Internet systems.

## Payments

BankFusion Universal Banking includes an embedded version of the world-proven Misys Message Manager system to support inward and outward SWIFT processing as well as the normal range of domestic payment and clearing options:

- EFT, standing orders, sweeps and direct debits support, funds transfer & bill payment;
- Gateways, both batch and interactive, support many business areas, including salary payments and clearing;
- Interfaces can be customized to meet for local and regional clearing requirements.



## Charges and Pricing

BankFusion Universal Banking supports banks to maximise non-interest income by providing a sophisticated Charges and Pricing capability. Charges can be based on:

- A flexible matrix of attributes such as customer profile, currency, product etc;
- A range of balances such as Cleared, book, Transaction etc;
- Methods of calculation such as Percentage, Fixed Amount, Tiered etc;
- Statistics such as Dr / Cr Turnover, Balance Ranges, Average Balances etc;
- Limit and Overdraft excesses;
- Service fee features such as Free Amount, No of Free Tx's etc;

Pricing can be based on:

- Online, Periodic, Bundled etc;
- Customer, Account, Product, Transaction etc;
- Calculation types such as Fixed, Percentage, Tiered etc;
- Statistics such as Dr / Cr Turnover, Balance Ranges, Average Balances etc;
- Flexible Charge Frequencies. i.e daily, weekly, monthly, etc.

## 24 / 7 Operation

BankFusion Universal Banking supports true 24 x 7 processing capability (configurable for individual banks) to complete the end of day processes for auditing, reconciliation, extraction, and reporting. There is no periodic window restricting specific transactions from being processed during end of day processing. Updating of the shadow balances can be frozen at any time of the day or night, depending on individual bank requirements, and once the balances are frozen, the on-line system continues to process transactions and only updates the on-line database.



## Prudent Evolution

Given the changing and uncertain market conditions that currently prevail in the financial markets, and are likely to do so for the foreseeable future, banks increasingly have to adapt to the volatile conditions in which they operate. Responsiveness and flexibility of processes, products and services are key to maintaining competitiveness and achieving growth whilst the ability to adhere to and easily incorporate growing compliance demands are critical to minimizing risk and protecting profitability.

Operational banking solutions must be robust, adaptable and capable of responding to demands in these volatile conditions and support banks through continuous evolution so they can succeed in a changeable market environment.

**BankFusion Universal Banking includes a range of components and features that provide banks with the flexibility and responsiveness to adapt and evolve through volatile market conditions.**

## Process

BankFusion Universal Banking provides an intuitive graphical environment to develop new or adapt existing business processes and quickly deploy technology solutions to support business evolution.

Banks can quickly respond and take advantage of changing customer needs or changing regulatory requirements or quickly adapt to volatile market conditions to gain competitive advantage.

The service oriented architecture (SOA) underpinning the BankFusion solution provides the platform for banks to quickly and easily modify or build processes for speedy deployment across all or selected channels, without disruption to normal business operations.

## Products

Using the BankFusion Product Composer, new products and services can be rapidly assembled and existing products repackaged and re-featured for deployment across selected business channels with minimal impact to customer and system operations.

Because products are developed and assembled using standard product definitions and a repository of product features, the solution allows for re-use of components and attributes enabling greater innovation and product management lifecycle productivity.



## Compliance

Existing BankFusion Universal Banking components governing customer and product origination processes fully support existing KYC, AML and OFAC compliance requirements and the fully integrated payments processes are also OFAC and SAM compliant.

The service oriented architecture together with the agility offered by the process modeller and product composer ensures that banks can immediately respond to and comply with modified or new operational compliance requirements as well as global initiatives such as the UK FPP (Faster Payments Program) and Single Euro Payments Area (SEPA) program.

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