FINDING SOLUTION CERTAINTY IN AN UNCERTAIN WORLD

Matthew K. Lessig,
Next Generation Banking – Vice President of Business Development
“... In this world, nothing can be said to be certain – except death, and taxes.”

– Benjamin Franklin, in a letter to Jean-Baptiste Leroy, 1789

Benjamin Franklin is one of the most frequently quoted Founding Fathers of the United States, and for good reason. While many of his quotes and quips were deeply rooted in, and focused on, the issues of his time – like a revolution and giving birth to a new nation – a multitude of his thoughts and sayings still resonate to this very day.

Franklin’s quotes range from carefree and whimsical, to highly introspective and motivational – contemplating life and liberty, the hardships of war and peace, the importance of investments, and even his high regard for beer and wine. He was an acclaimed statesman, inventor and visionary.

“There never was a good war, or a bad peace.”

“Either write something worth reading or do something worth writing.”

“A penny saved is two pence clear.”

(i.e., A penny saved is a penny earned)

“You may delay, but time will not.”

Benjamin Franklin

There were seemingly few topics that Franklin didn’t formulate and share an opinion on. His most everlasting quotes remain relevant, perhaps even influencing how we view our lives, our relationships, and our work/careers/business. In this white paper, I take inspiration from his wealth of quotations to draw parallels to our business of banking.

The Challenge

Core banking systems, such as those provided by FIS, serve as the backbone of the financial industry. Having designed, developed and sold core banking solutions for my entire career – closing in on 30 years – I am the first to recognize and acknowledge that attempting to rip and replace a core banking solution would be akin to major surgery involving vital organs – complex, risky and worrisome – with no guarantee of a successful outcome.

In this business in which I’ve built a career, and we at FIS have grown a company, there are “certain truths that we hold to be self-evident”: valid statements that represent obvious considerations – and concerns – for any bank seeking to modernize.

- Core banking replacement is costly and complex.
- Core banking solutions quickly become antiquated in a constantly evolving industry.
- Core banking providers and “disruptors” are becoming rampant, flooding the market with promises of more simple, open solutions.
- Core banking implementations are hard to deliver, and don’t always pay off – by both traditional and newcomer providers.

Cognizant has estimated that 25 percent of core banking change projects fail, and 50 percent fail to meet the transformation objectives driving them.¹ The statistics on failed core banking implementations are ubiquitous from solution providers and consulting agencies alike – and the results are not good.

All of which raises the frequently asked question – Why even attempt core banking transformation when so many of these efforts fail? What, if anything, can be done to prevent a failed project implementation and ensure success?

From my perspective, the answer to these concerns revolves around solution certainty and delivery certainty – areas in which FIS excels. Banks know they need to transform, and countless vendors are eager to help. However, it is essential for banks to vet and select providers with the expertise and scope to actually beat the industry odds and make their transformation a success. We at FIS must raise awareness with our clients and prospects about the many ways in which FIS can do just that. This white paper can help start that conversation.

The Solution

In the universe of banking solution providers, FIS offers the most certainty in an uncertain world.

“By failing to prepare, you are preparing to fail.”

Benjamin Franklin

FIS provides market certainty

This year FIS successfully delivered to the market, and launched banks into production, on our new and innovative modern banking platform, FIS Modern Banking Platform, ushering in a new era in banking. This next generation solution didn’t materialize overnight; we have been preparing Modern Banking Platform for the market for several years. While it retains the recognizable name of one of FIS’ market leading, globally installed, real-time-from-its-inception cores, Modern Banking Platform is not a reskinning of any one particular core, but rather an all-new platform, an evolution of all of our cores combined.

Modern Banking Platform is built to be future-proof, constructed in a manner which allows the solution, FIS and our clients to align with and continue to evolve as the industry does. As a real-time, event-driven, digitally enabled, fully componentized core solution, built anew, Modern Banking Platform provides all the capabilities necessary for banks to do business efficiently and effectively in our industry, using any and all channels.

This modern banking platform also allows us to consolidate our legacy cores – and the processes and hardware resources associated with them. This strategy is sound, and results in significant operational savings for FIS, and ultimately for our clients – further strengthening our leadership position in the market and redefining the curve for banking transformation and modernization. In so doing, FIS further establishes our proven ability to successfully deliver transformative next generation banking solutions to market.

FIS provides capability certainty

Customer-centric banks build their products and services around the customer, and the customer life cycle. This ranges from developing new solutions, onboarding customers, processing transactions, servicing customers, and reporting transactions and balances. In the ideal scenario, customer satisfaction soars and the customers become advocates for the bank, leading to sustained growth.

Truly customer-centric products and services must be delivered through an end-to-end ecosystem, which includes core banking and extended component platforms. FIS ensures capability certainly by delivering the capability-driven Modern Banking Platform platform solutions across the entire ecosystem based on five foundational components – Customer, Product Management, Account Engine, Real-Time Data Hub and Compliance.

Our solution capabilities support retail, small business and commercial customers with products and services such as Checking, Savings, Money Market, Multicurrency and Commercial accounts. Certainty is assured as these capabilities are available out of the box and do not require customization; they are fully configurable to meet the bank’s unique needs and vision.

Modern Banking Platform’s capabilities are integrated via APIs into extended components (such as Payments, Digital Channels, Onboarding and much more); these integrations can encompass FIS, bank and/or third-party fintech solutions and platforms. Having this type of capability and agile flexibility enables banks to focus their initiatives on optimizing the customer experience, benefitting from our easy-to-buy, easy-to-use products and services and rapid speed to market.

FIS provides knowledge certainty

Modern Banking Platform is neither a rebranding, nor a repurposing, of any of our previous best-in-breed offerings. We have invested in developing this all-new platform for the next era of banking, capitalizing on the unmatched depth and breadth of FIS solutions and the intellectual property inherent therein. Harnessing 50+ years of FIS banking domain experience and unrivaled knowledge, with successful deliveries of solutions across the globe, Modern Banking Platform takes advantage of innovative technologies and development approaches, providing a modern banking platform that is high tech, agile-developed, cloud-native, and meets financial industry standards. This next generation banking platform incorporates the cumulative knowledge that demonstrates our unwavering commitment to advancing the way the world pays, banks and invests. With FIS, clients have knowledge certainty.

“An investment in knowledge pays the best interest”

Benjamin Franklin
FIS is a leader in technology and services for merchants, banks and capital markets across the globe

<table>
<thead>
<tr>
<th>$9t</th>
<th>75b</th>
<th>20k</th>
<th>1m</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moved annually around the globe</td>
<td>Transactions processed around the globe</td>
<td>Clients</td>
<td>Merchant locations</td>
</tr>
<tr>
<td>1.3b</td>
<td>450</td>
<td>+55k</td>
<td>198</td>
</tr>
<tr>
<td>Card served worldwide</td>
<td>Solutions</td>
<td>Colleagues in 52 countries</td>
<td>Operational facilities worldwide</td>
</tr>
</tbody>
</table>

“FIS provides future-proof certainty”

FIS does not merely provide a real-time core offering – FIS provides an end-to-end, real time, digitally enabled solution. With an extensive catalog of API-enabled services that span the largest and most complete set of solution assets of any provider in the market today, Modern Banking Platform is engineered as a true open banking, component-based architecture platform via our API gateway, **FIS Code Connect**. This enables financial institutions to evolve and grow their solution holistically or by component, to constantly stay ahead of the technology curve, now and in the future, without any part of the overall solution becoming antiquated.

“FIS provides processing certainty”

FIS solutions are fully tested and certified, built to be scalable and inherently resilient. Internal and external audits are performed regularly to ensure integrity and regimen. We “eat our own cooking” – by nature of running the FIS Virtual Back Office (VBO) facilities we are in effect our own client. We have a vested interest in ensuring processing certainty.

The FIS VBO leverages the open banking approach that we pioneered and defined as the industry’s new expectation (which others have since attempted to mimic). We have created a framework that easily accommodates partners and third parties, as well as adapts and assimilates into existing IT processing ecosystems.

The FIS workforce is 55,000+ strong, staffed with dedicated professionals. Our digital platform is built for change: component-based, API first and cloud native – and our staff are trained experts on how to optimize solutions for each client’s processing needs.

“An ounce of prevention is worth a pound of cure.”

Benjamin Franklin

“Well done is better than well said”

Benjamin Franklin

“When you’re finished changing, you’re finished.”

Benjamin Franklin
FIS provides compliance certainty
FIS is committed to providing regulatory-compliant solutions. To accomplish this, FIS has a global team unparalleled in the industry, made up of compliance professionals in an enterprise compliance program who ensure that FIS and our clients can comply with the letter and spirit of applicable laws and conduct business with the highest level of honesty and integrity. Modern Banking Platform is designed for worldwide use and is warranted for U.S. Regulatory Compliance out of the box.

As a solution provider and processor, FIS operates more financial institutions in North America than any other provider; and in doing so, we essentially are also our own customer (and subject to the same rigorous audits as banks). We don’t stop at merely enabling solutions for compliance and audit – we ingrain in ourselves and our processes the necessary vigilance and commitment to ensure our solutions are compliant and secure by design.

FIS partners with leading organizations to defend itself and its clients from cyberattacks.

FIS provides delivery certainty
Unlike other vendors who are less experienced in our markets, or tend to build as they go and rely on trial and error, FIS has a long and unmatched track record of successful implementations and deliveries, proven processes and experienced staff – not consultants, not partners that can come and go, and not short-term disruptors with an eye to launch a few clients and then eventually sell their company, leaving their clients in limbo – we have experienced staff whose primary concern is our clients. FIS has robust experience and expertise, having implemented solutions for a full spectrum of banking clients – from innovative fintech vendors (including some that were incubated in our innovation labs), to greenfield de novo digital banks, to the largest complex global financial institutions around the world.

With experience having converted client solutions from every major global core provider, we have learned that while any vendor can start an implementation, not all finish as promised. Banks need the right technology partner that can deliver and manage their banking solution through and beyond its launch. One can select another provider and then hope they deliver – or one can side with the side of certainty. With certainty, we can state that FIS takes clients to the finish line and beyond.

“I didn’t fail the test, I just found 100 ways to do it wrong.”
Benjamin Franklin

“Tell me and I forget. Teach me and I may remember. Involve me – and I learn.”
Benjamin Franklin

“If you have a choice between certainty and hope – choose certainty every time.”
Source unknown, but Benjamin Franklin would most certainly agree.
FIS Recognition and Awards

**BEST SOLUTIONS**

- FORTUNE World’s Most Admired Companies 2018
- RiskTech 100 2018
- International Service Excellence Award 2017 Winner
- 2017 STEVIE® Grand Winner
- Asia-Pacific STEVIE® Awards

**BEST PEOPLE**

- Top 5 Best Companies to Work for in India Large Organizations
- PaymentSource
- Chief Learning Officer Learning Elite Gold Organization
- WPSM Technology Innovation Award 2018
- Women in Supply Chain
- FIS Captive Delivery Centers in India
- The STEVIE® Awards for Sales & Customer Service

Strong Foundation for Long-Term Growth