



WHITE PAPER

FINDING SOLUTION CERTAINTY IN AN UNCERTAIN WORLD

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“... 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

Franklin’s most everlasting quotes remain relevant, and his insights continue to influence 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 is akin to major surgery involving vital organs – complex, risky and worrisome – with no guarantee of a successful outcome. It is a challenge – but one that can be overcome with the right strategy, solution and partner.

The replacement of core banking solutions is often compared to spinal surgery, and understandably so. There are only so many successful spinal surgeons one would trust – and the same can be said for core solution providers.

In banking and financial technology, 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 platform replacement is costly and complex
- Core banking solutions can quickly become outmoded in a constantly evolving industry
- Core banking platform providers and “disruptors” are rampant, flooding the market with promises of simpler, more open solutions
- Core banking platform implementations are hard to deliver and don’t always pay off

McKinsey estimates that only 30 percent of core banking change projects 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 continue to be mixed.

All of which raises the frequently asked question: Why even attempt core banking transformation when so many fail? What, if anything, can be done to prevent a failed project implementation and ensure success? Can my bank transform, even modernize, with my current platform?

From my perspective, while each decision-making process is unique, the answer to these concerns revolves primarily around **solution, delivery, and future-proof 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, scope, vision and client focus to actually beat the industry odds and make their transformation a success; providing solutions that will continue to evolve along with the constantly evolving industry. There are many ways in which FIS can do just that, and this white paper can help start that conversation.

¹Source: mckinsey.com

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

Although modern core platforms work on different technologies and principles, there are some universal certainties.

Cloud has become the baseline for banking success and a modern core platform should be cloud compatible and cloud agnostic. Only cloud offers the scale, flexibility and elasticity that’s essential to harness the power of data as a factor of production and become a bank of the future.

A modern core must be **customer-centric** by design and support “24/7, always on” real-time processing to align banking with a world that never sleeps. Real-time processing should be augmented with real-time analytics, machine learning (ML) and artificial intelligence (AI). These attributes are crucial to provide customers with the tailored services they expect in the digital age.

As banking becomes an ecosystem business, a modern core must be **open** with full application program interface (API) accessibility at low cost. And it must offer a “total experience” to multiple audiences including bank customers, employees and associates.

To meet immediate needs quickly, a core must be **functionally rich and configurable** with a fully integrated customer, deposit and lending engine so new products can be added without additional code.

Moving to a modern core is about more than replacing platforms. It’s about defining a target state and determining how to get there through smaller, more manageable initiatives that **create value and offer continued improvement** throughout the journey.

To deliver certainty, a modernization journey must be **driven by business requirements**. Every bank needs a blueprint for its unique journey that includes a heatmap of priorities and sequencing. In this way, a bank can accelerate the delivery of business value and align technology with business success.

“A place for everything, everything in its place”

Benjamin Franklin

FIS provides capability certainty

Customer-centric banks build their products and services around the customer and the customer life cycle. This includes developing new solutions, onboarding customers, processing transactions, servicing customers and reporting transactions and balances. In the ideal scenario, customer satisfaction soars and your customers become advocates for your 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 certainty by delivering capability-driven 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.

FIS’ capabilities are designed to offer a fintech approach to banking that interacts with other banks 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, services and rapid speed to market.

“An investment in knowledge pays the best interest”

Benjamin Franklin

FIS provides knowledge certainty

A modern core is essential to reap the benefits of the digital age and to transform operations. A modern core offers a gateway to modern methods, such as DevOps, Microservices and Continuous Delivery. Together these new methods and modern technologies combine to offer a transformation that is sustainable and future-proof.

Adopting a new core is about much more than technology. It’s about people, processes and how work gets done. A new core must be built in the light of experience, offer a depth of knowledge and reflect practical banking expertise. Every element of a migration must go further than what went before and deliver quantifiable improvements.

FIS offers 50+ years of banking domain experience and unrivaled knowledge gained at the heart of global banking. We have designed, implemented and run core banking solutions around the globe and we invest constantly in technology and people. Our core platforms are continually tested in some of the world’s most demanding financial markets. With FIS, clients have knowledge certainty.

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

ECONOMIES RELY ON FIS

Trusted to move the world's money

\$13T

Processed annually

BUSINESSES RUN ON FIS

Our business is powering business

95%

of the world's top banks use our technology

\$112B

Processed in transactions last year

2.2M

We give 2.2M merchants over 300 ways to take/accept payments

200K+

Clients worldwide rely on our technology

INNOVATORS BUILD ON FIS

We are the innovator's innovator

50%

of the world's most innovative companies are clients or partners



95%

of the world's crypto exchanges

100%

carbon neutrality and renewable energy by 2025



“When you're finished changing, you're finished.”
Benjamin Franklin

“Well done is better than well said”
Benjamin Franklin

FIS provides future-proof certainty

FIS does not merely provide today's best-in-breed collection of banking services anchored by proven, real-time core offerings – we provide end-to-end, real-time, digitally enabled “evergreen” solutions that offer real choice and growth enablement.

Providing solutions that are based on componentization and agnostic APIs, our solutions and SaaS models can offer services that are optimized for high-volume transaction processing, faster than the competition; this type of architecture can be deployed as a fully featured core banking system or as a modular component in the bank's overall ecosystem.

With an FIS core banking platform, new features can simply be turned on and recompiled into the optimized core with no interruption to business as usual. In this way, an FIS core platform can insulate a bank from change and provide future-proof certainty, enabling each component in the architecture to be continually modernized – both independently as well as holistically – as the bank's business grows. And with our SaaS offerings, FIS can help banks transform high-cost in-house models into low-cost hosted models in which we can continuously modernize the underlying architecture to help your bank not only keep pace, but also get ahead of your competition.

FIS provides processing certainty

At FIS, we are our own customer. We “eat our own cooking” so to speak, as we run our products in our data centers around the globe for hundreds of our core banking clients and financial institutions. As such, we understand what a bank audit is like and what it requires, we understand how to implement efficiencies via automation; we live the day-to-day operations and only market solutions that provide processing certainty for our business and for our clients.

To that point, 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. By nature of running FIS Back-Office Solutions, 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 77,000+ strong, staffed with dedicated professionals. Our digital platforms are 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.

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

CYBERSECURITY STRATEGY



- Excellence in cyber basics
- Secure-by-design applications
- Secure the future

PILLARS OF PRIVACY AND DATA PROTECTION



Individual rights
We ensure that individuals can access their personal information and opt out of any use for marketing or analytics purposes.



Our people
We respect and safeguard the privacy of the personal information entrusted to us by our clients and their customers.



Transparency
We clearly communicate to our clients and their customers about how we collect and use personal information.



Compliance
We comply with all applicable data protection and privacy laws wherever we do business and provide mandatory annual training to all employees and applicable contractors.

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

Benjamin Franklin

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

Benjamin Franklin

FIS provides compliance certainty

FIS is committed to providing regulatory-compliant solutions. To accomplish this, FIS has a global team of enterprise compliance professionals 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. Our banking platforms are designed for worldwide use and 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 our people and our processes the necessary vigilance and commitment to ensure FIS solutions are compliant and secure by design.

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 converting 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. You can select another provider and then hope they deliver – or you can side with certainty. With certainty, we can state that FIS takes clients to the finish line and beyond.

“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 2022 Recognition and Awards



About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, system performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS is a member of the Fortune 500® and the Standard & Poor's 500® Index.

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 **ADVANCING THE WAY THE WORLD PAYS, BANKS AND INVESTS™**