

SOLUTION OVERVIEW

OpenText solutions for transaction banking

Solving customer onboarding and delivery challenges for transaction banking



Simplify corporate-to-bank connectivity and integration



Accelerate digital maturity and innovation



Create transparency and visibility across processes



Solve customer delivery challenges

Today's banking customers look to their banking partners for innovative and easy-to-use solutions to optimize their daily treasury and financial transaction needs. To generate revenue and profits, these solutions must deliver both customer satisfaction and cost effectiveness. To balance these, financial institutions must overcome a number of customer onboarding, connectivity and integration challenges across their delivery channels—while also complying with industry regulations and mandates such as Open Banking, PSD2 and Payments Modernization.

OpenText Business Network for Financial Services provides solutions that streamline and extend customer delivery services for financial institutions and corporate treasury organizations. OpenText has been providing transaction banking, payments and cash management, trade finance, and securities solutions for more than 20 years. OpenText delivers value beyond managing the complexities of onboarding, connectivity and integration, by offering measurable impact to bottom line savings, top line growth and overall process agility.

OpenText offers a suite of digital solutions that simplify how financial institutions integrate with customers and partners. With experience in core transaction banking segments such as cash management, commercial finance, card processing, merchant services, and securities, OpenText can reduce the cost and complexity of customer delivery, and accelerate speed-to-market and time-to-revenue.

OpenText provides a wide array of solutions to transaction banking organizations, including solutions that address corporate-to-bank integration, customer onboarding, and SWIFT network connectivity.

Enabling corporate-to-bank connectivity: OpenText™ Managed Services

OpenText Managed Services is a comprehensive corporate-to-bank channel outsourcing solution that enables financial services providers to offload complex integration requirements to OpenText, including protocol mediation, file transfer and messaging, and data transformation. OpenText handles the day-to-day management of your technical infrastructure—systems health monitoring, data backup, network management, systems administration, database management, and application support. In addition, OpenText manages the migration and onboarding of your customers and counterparties with our proven process that includes connectivity setup, map development, and end-to-end testing.

Accelerating commercial innovation: Open Banking and APIs

The rate of change in the payments and transaction banking industry is accelerating, with new instruments and regulations proliferating in the marketplace. OpenText helps banks harness and roll out people, process and technology to capture ways to productize new flows to unlock and create value. This includes managing the developer and third-party community, rolling out interfaces, and managing identity and compliance, both for a bank's product commercialization and ongoing operation.

APIs have opened up a broad and growing ecosystem of data and capabilities, creating the interoperability, visibility, and speed to better service customers and compete at new levels. OpenText can help you with your API needs in various ways:

- Integrating applications and other systems using APIs to support various integration use cases
- Providing self-service APIs for accessing our services as well as data processed and hosted on our platform
- Building and managing APIs to expose enterprise data and services for trading partners and other parties

Augmenting processes with transparency and visibility: OpenText™ STP Financial Hub

OpenText STP Financial Hub automates key business flows in securities, funds and cash processing, and allows teams to focus on exceptions and high-risk transactions. STP Financial Hub is designed for banks and corporations seeking a web-based portal to augment payment messaging and files processing. With customer-enablement features, such as self-service controls for release-to-processing and value-limits, the portal enables customers to submit payment instructions, monitor transaction lifecycles and facilitate various payment formats, including electronic funds transfer, clearinghouse payments, ANSI EDI, cross-border and foreign exchange. The portal delivers exception management, proactive alert notifications and configurable reporting features designed to minimize the risk of failure.

Supported Financial Services Flows

- Payments and cash management
- Open Banking, PSD2
- Trade finance
- Realtime payment delivery
- Securities, post-trade, funds order processing, custody
- Bilateral, correspondent and clearing networks
- Customer onboarding
- Self-service, reference data management
- Identity and access management

Supported Digital Integration

- Host-to-host internet protocols
- SWIFT and EBICS
- APIs (REST, SOAP, JSON, XML)
- Direct application integration
- Self-service and web-based

STP Financial Hub delivers a flexible interface for managing payables and receivables processing needs, including ACH, debit, check, electronic funds transfers, foreign exchange instructions and more.

Solving delivery challenges: OpenText Customer Enablement Services

OpenText customer enablement services provides you with the people, process and technology to overcome the challenges of customer delivery. This unique solution combines our cloud-based technology for customer lifecycle management with our professional services experts who perform new customer onboarding on a daily basis, platform migrations of existing customers, ERP adapter development for banks, and ERP consulting for the bank's customers.

OpenText experts work with you to understand business requirements, define goals and objectives, agree on timelines, develop project plans, and determine the right set of customer enablement options depending on your objectives. OpenText program management and delivery specialists then implement your customer enablement initiatives to help mitigate common problems such as reducing implementation backlogs, facilitating host-to-host (H2H) connectivity, and integrating with your customers' ERP and treasury management systems.

Simplifying corporate-to-bank connectivity: OpenText SWIFT and EBICS Service Bureau


When it comes to the methods you use to exchange and process financial transactions with your commercial customers, the SWIFT network is a global standard. However, for many banks, the investment required to link to and maintain a connection with the SWIFT network—both financial and administrative—can be costly, time consuming and problematic. Equally, the cost of delivering the compulsory EBICS standard to European customers adds complexity.


OpenText™ SWIFT Service Bureau allows financial institutions to quickly, easily and cost-effectively gain access to the SWIFT network without taking on the administrative burdens or costs of managing its associated IT infrastructure. EBICS, a European standard for corporate to bank access, can be commercialized and operated through a cost-effective partnership with OpenText.

Securely moving critical data: OpenText™ Managed File Transfer


A financial institution's ability to securely exchange large or high-volume files with their corporate customers is a core requirement of corporate-to-bank integration. File sizes are growing as industry data requirements and digital imaging adoption increase. Unreliable departmental FTP solutions and large email attachments do not provide the level of data security and regulatory compliance required by financial institutions.

The OpenText™ Managed File Transfer (MFT) solution provides secure and reliable file exchange and can be delivered either in the cloud or behind the firewall. MFT efficiently supports large multi-gigabyte-sized files and high volumes of data. MFT offer secure B2B file transfer, protocol mediation, internal/external user implementation, file monitoring and reporting, program management and user support.

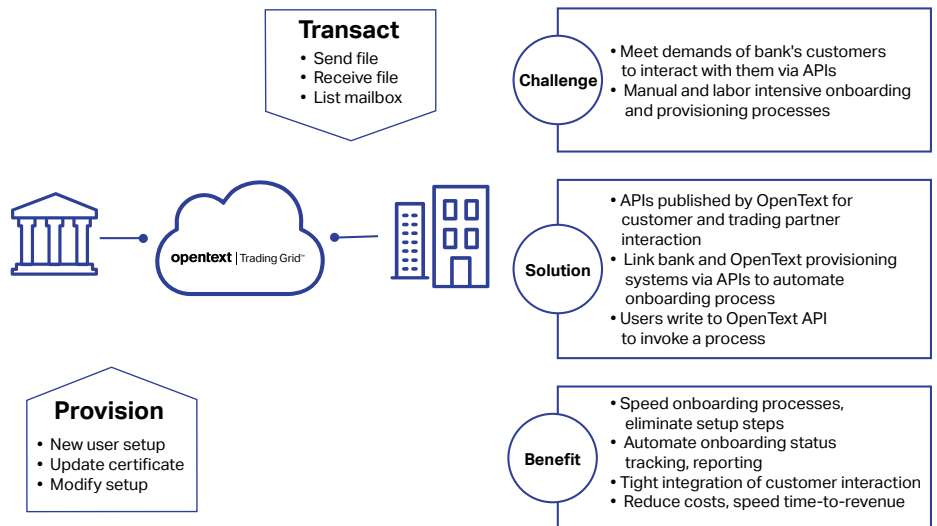
 **Bank-to-corporate solutions**

 **Straight-through processing (STP)**

 **Financial information exchange**

 **Corporate Treasury-to-Bank integration**

OpenText Business Network for Financial Services helps organizations operate strategically and efficiently by enabling banking processes to thrive in a digital world, regardless of their current infrastructure and systems. OpenText delivers expert professional services, digital finance solutions and the world's leading cloud integration services platform as a managed service, allowing customers to focus on their business while leveraging new insights, on-demand visibility and accelerated time-to-value.



About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit: [opentext.com](https://www.opentext.com).

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