

Misys **Connect**

A suite of value-added programmes to help you drive **competitive** advantage

Connected. **Satisfied.** Successful.

Connect
Innovate
Expand

Thank you
for choosing
Misys.



You've made the right **choice**

The Misys team looks forward to building a long-term, multi-faceted partnership with you and your organisation, and is committed to your success. Misys Connect provides value from every touch point with Misys and offers you a well-integrated customer experience, helping you to maximise the return on your technological investments.

Adding real value is the key factor in ensuring a continuous positive experience. The resulting strong and long-term partnership ensures we continue to support your business as it changes and grows.

Misys is committed to providing a fully integrated client experience, in which you feel well connected to the Misys cross-functional teams.

Misys Connect provides a suite of value-driven initiatives to help you drive return on investment and competitive advantage, with direct links to the people, teams and expertise you need.

By joining Misys Connect, you will be part of a global group of forward-thinking industry leaders that understand the critical business value of leading, innovative financial services software from Misys.

Some of the world's best-known financial services institutions are already working with Misys and have taken part in Misys Connect initiatives.

Would you like to benefit, too?

Overview of Misys

Each of the Misys Connect categories contains three value-added programmes to help you derive the most benefit from Misys. You will find additional customer information enclosed in the Misys Connect pack.



Strategic advantage

- › Systems advisory group
- › Customer advisory boards
- › User groups

Providing you with access to the people, resources and capabilities necessary to help achieve growth and achieve competitive advantage.

“We are very happy with how our partnership model worked.”

Giacomo Burro

Head of Capital Markets
Banca Carige



Join the Misys Connect Strategic Advantage Programmes to explore, discuss and steer the long-term product management roadmap to support your business strategy.

S Connect



Technological edge

- › Quality first
- › Early adopter programme
- › Development practices

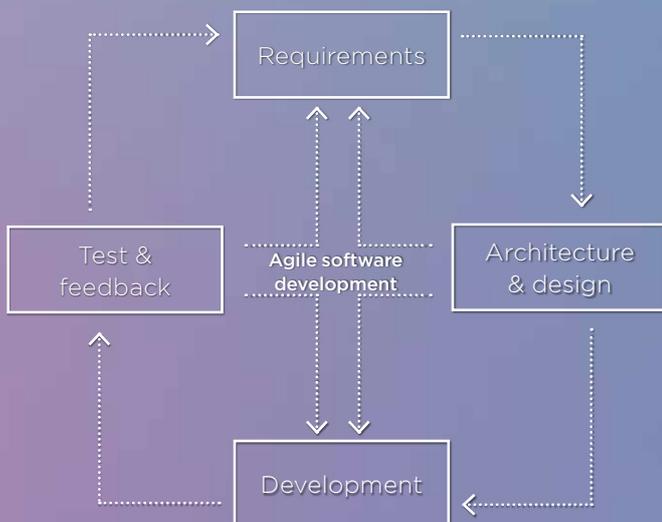
Ensuring Misys' software products match your business needs, and that Misys delivers new, genuinely innovative customer-centric products and services.



Accelerated deployment

- › Misys architecture and process solutions
- › Misys service delivery centre
- › Customer product training

Delivering the services required to ensure rapid deployment, fast-time-to-value, seamless integration and positive user adoption for all your Misys solutions.



By partnering with Misys in the adoption of tried and tested development and QA methods, you can help drive further innovation in the Misys technology used in your organisation.



Gain access to the in-depth skills, product experience, resources and capabilities available within Misys to ensure rapid time-to-value.

“The implementation approach allowed us to get up and running on the platform very quickly across our Asian business and is enabling NAB to have a standard operating model across the region and for the global business.”

Mark Borton

Product Manager, Asia
National Australia Bank



Proactive support

- › Customer advocates
- › Topic of the month
- › On-demand support

Providing the fast, effective, interactive support essential to the ongoing success of your business and to your future growth.



Enhanced dialogue

- › Executive sponsorship
- › Peer-to-peer dialogue
- › Proactive account management

Offering you unlimited possibilities to interact with industry peers and Misys colleagues, share experience and skills, and help you maximise the benefits of Misys software.



More than 90% of support cases raised can be easily and quickly resolved through the proactive support programmes included here. We really encourage you and your teams to benefit from them!



Ensure your voice is heard by participating in dynamic, interactive communication to help optimise your investments.

To join Misys Connect, speak with your account manager, or for a response within 24 business hours e-mail misysconnect@misys.com



Return on Reputation

- › ROI assessment
- › Industry leadership
- › Brand reputation

Helping you to build, enhance and continuously develop your reputation as a market-leading, customer-focused financial services organisation.

Misys Connect

– measuring our progress

The Bi-Annual Misys Connect Customer Survey presents the ideal opportunity to tell Misys what you feel – about services, support, products and programmes. The survey is based upon the [Net Promoter](#) methodology. All members of Misys Connect are encouraged to complete the survey, helping Misys to monitor and improve at every level.

Misys Connect

– how to participate

Misys Connect is open to senior business and technology leaders, and their teams, working with Misys. If you are interested in joining, simply speak with your account manager or e-mail misysconnect@misys.com to discuss your participation with the Misys Connect team. We will respond within 24 business hours.

Finextra



Banque Socredo



Erste Group



Crédit Agricole CIB

About Misys

Misys is at the forefront of the financial software industry, providing the broadest portfolio of banking, capital markets, investment management and risk solutions available on the market. With more than 2,000 customers in 130 countries our team of domain experts, combined with our partner eco-system, have an unparalleled ability to address industry requirements at both a global and local level. We connect systems, collect data and create intelligent information to drive smarter business decisions. To learn more about how our Fusion software portfolio can deliver a holistic view of your operations, and help you to solve your most complex challenges, please visit misys.com and follow us [@MisysFS](https://twitter.com/MisysFS) on Twitter.

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