

Misys Mobile

Mobile Banking & Payments Standard Offering

Misys Mobile delivers a complete, game-changing mobile banking and payments solution. The following is a detailed list of modules and features available as part of the Misys Mobile solution's standard offering:

Multi-Channel Enrolment: The Misys Mobile solution enables financial institutions to achieve 100 percent coverage by uniquely allowing user enrolment through virtually any interaction channel.

- + Online Banking / Website
- + Contact Centre
- + Branch
- + Mobile Phone
- + ATM

Mobile Banking and Payment Operations: Misys Mobile delivers a complete set of mobile banking and payment operations over messaging, mobile web and the Smart Client application.

Account Management

- + View Account Information
- + View Account Activity
- + View Transaction Details

Payments

- + Pay Bill
- + View Scheduled Payments
- + Cancel Scheduled Payments
- + View Payees
- + View Recent Payments

Custom Operations

- + Available via Professional Services

Transfers

- + Transfer Funds between Accounts
- + View Transfer History
- + Schedule Future Transfer
- + Cancel Future Transfer

ATM/Branch Locator

- + Search
- + Directions including Map

Search

- + By Date
- + Amount
- + Check Number

Triple Play

The Misys Mobile solution enables financial institution customers to access account and transaction information, view and act upon alerts and modify mobile preferences with consistent functionality across all three mobile user interfaces: messaging, mobile web and the Smart Client application.

Messaging

- + Exists on virtually all mobile devices
- + Ideal for alerts
- + Easy mechanism for account enquiries, transfers and payments

Mobile Web

- + Optimised rendering to iPhone, BlackBerry, Android and classic feature phones
- + Mobile web only and automated enrolment
- + Alert registration
- + Enhanced branding

Smartphone Smart Client

- + Bank-branded on-deck application
- + Mobile web content in thin container application
- + Full integration with alerting platform
- + Smartphone dynamic alerts
- + Smartphone Client only and automated enrolment
- + Marketing via application stores



Multi-Channel Enrolment, Preferences & Personalisation, Messaging & Multi-Level Alerting

Standard Offerings

Open Connectivity Architecture

Misys Mobile's mobile banking platform enables wide, horizontal scalability across all lines of business at a financial institution. Its robust and flexible architecture provides for pre-packaged and custom connectivity across banking systems, orchestrates the completion of tasks that touch multiple systems and delivers optimised customer experience.

Misys Mobile can easily integrate with any core and non-core banking system, including (but not limited to):

- + DDA
- + Bill Pay
- + Online Banking
- + Real-Time Transactional Feeds
- + Call Center
- + Payment Network
- + IVR
- + Marketing

Multi-Level Alerts: The Misys Mobile solution uniquely offers all three types of mobile alerts - informational, actionable and conversational - across all three mobile models.

Informational Alerts

(Simple, one-way alerts)

- + Low Balance
- + Deposit Confirmation
- + Cheque Cleared
- + Overdraft Posted
- + Withdrawal Confirmation
- + Withdrawal Threshold Exceeded
- + Statement Available

Actionable Alerts

(Two-way alerts with a built-in response mechanism)

- + Transaction Verification
- + Wire Approval

Conversational Alerts *(Interactive, multi-step mobile "workflows" for deeper customer engagement)*

- + GreenPayments (Mobile Bill Payments)
- + Overdraft Protection

Security Alerts

(Informational, security-related)

- + Username Changed
- + Password Changed
- + Account Locked
- + Account Unlocked

Custom Alerts

- + Available via Professional Services

Preferences & Personalisation: Misys Mobile enables financial institution customers to modify and subscribe to preferences in order to fit their mobile experiences with their personal needs. Enabling personalisation builds "stickiness", drives loyalty and leads to higher retention.

Mobile Operation Preferences

- + Language
- + Time Zone
- + Accounts Displayed
- + Payees Displayed
- + Account Nicknames
- + Payee Nicknames

Alert Preferences

- + Events or Amount Threshold Triggers
- + Frequency of Alert Delivery
- + Do Not Disturb Time Periods
- + Opt-in / Opt-out
- + Delivery Channel (SMS, email, mobile web & push notifications)

Customer Support: The Misys Mobile Customer Service Representative (CSR) Console provides a specific, multi-lingual interface for CSRs to enroll customers and to provide support via a single, browser-based application. Misys Mobile's open web services architecture allows an institution to integrate mobile enrolment and servicing activities within an existing support application.

- + Enrol a User
- + Enrol a New Mobile Number
- + View / Edit User Preferences
- + View / Edit Account & Payee Nicknames
- + View / Edit Mobile Device Information
- + View / Edit Smart Client Application
- + View Message History
- + View User History
- + View / Edit List of Registered Alerts
- + View / Edit Alert Settings
- + View / Edit "Do Not Disturb" Settings
- + View / Edit Suspend Settings
- + View / Edit User Credentials
- + View / Edit Email Addresses
- + Send a Test SMS Message

Self-Adapting Mobile Web, Smart Client Application & Triple Play Convergence, Integrated Payments, Extensible Universal Platform, Systems Management / Proactive Monitoring and Security

Reporting: The Misys Mobile Reporting Console provides a comprehensive set of system activity reports which give an insight into system performance and end-user behaviour. This information is vital for driving adoption and provides a valuable marketing resource for improved segmentation and targeting of mobile banking customers.

- + Customer Summary
- + Registration Summary
- + Command Usage Summary
- + Alert Activity
- + Actionable Alerts
- + Daily Summary - Alerts & Commands
- + Monthly Summary - Alerts & Commands
- + Product Subscriptions Summary
- + Transaction Summary by Mobile User
- + Transaction Error Summary by Mobile User

Systems Administration: The Misys Mobile Management Console is a server-side, real-time management and monitoring application. This web browser-based console allows authorised system administrators to add users, generate reports and monitor the status and operation of the entire Misys Mobile System.

- + View Misys Mobile Operational Dashboard
- + Start / Stop Critical Misys Mobile Services
- + Create / Edit Administrative & CSR Users
- + Display Database Configuration Settings
- + Display / Search Misys Mobile Message & Event Logs
- + Batch Processing Monitoring & Management

Adoption Services

To support its game-changing mobile banking solution, Misys offers the industry's most complete adoption program. Misys helps its clients to incorporate adoption best practices at every step of the process in order to maximise return on investment (ROI).

Plan

Misys works with clients to set up the right plan and business objectives, including the adoption levels that are required to effectively meet ROI targets.

Implement

Misys helps clients to design and deploy their mobile banking solution using best practices to drive adoption.

Train

Misys assists clients to train internal employees across all customer touch points.

Market

Misys supplies clients up-front with all of the best available marketing materials (web pages, demos, FAQ's, etc.).

Optimise

Misys enables clients to measure and improve adoption based on benchmarks, metrics and results, while meeting regularly with clients to review progress on achieving desired adoption levels and ROI targets.

For more information on how
Misys Mobile can help you
please visit:
www.misys.com/banking

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