



DIGITAL BANKING STRATEGIC DISCUSSION

CONFIDENTIAL DISCUSSION

September, 2023

FIS DIGITAL BANKING – WHAT ARE WE TRYING TO ACHIEVE?

Building digital experiences our clients love

Vision

Provide **exceptional digital solutions** designed to meet customers' financial needs and **accelerate digital transformation** for clients. Drive digital growth through **reliable and efficient delivery** of **innovative platform capabilities**

Strategic Focus

Mobile First

Deliver single platform for consumer and business digital banking designed mobile-first but available across channels.

Built for Extensibility

Create a single, unified platform as the foundation for digital, where new functionality is built once and reused across products.

Platform for Innovation

Drive innovation and enable the breadth of business value to clients through platform services and Fintech integration

Simplification

Enable standardization and simplification with configuration while providing customization tools where differentiation matters

Exceptional Customer Experience

Design products with an unwavering focus on the end user experience

MEETING PLAN

We would like to understand your company and capabilities much better over a series of three meetings

Meeting 1:

Purpose: Company Introduction and overview

Time: 90 minutes

Agenda:

- Introductions
- Company Leadership
- Company Overview
 - Financial
 - Cultural
 - Market/Product
 - Strategy
- Product Demo
- Q&A
- Close

Meeting 2:

Purpose: Technology and Product Deep Dive

Time: 60 minutes

Agenda:

- Product Capabilities and lifecycle
- Architectural overview
- Platform, API and integration capabilities
- Breakdown of technology organization and staffing levels (teams, locations etc.)
- Development and delivery approach
- Q&A

Meeting 3:

Purpose: Business, Revenue and Financial Deep Dive

Time: 60 minutes

Agenda:

- Target markets
- Key Customers
- Revenue Mix
- Key financial metrics and levers driving them (ARR growth, ATR etc.)
- Forecast
- Sales and CS organization overview (# quota carriers, support staff needed etc.)

BUSINESS AND ORGANIZATION TOPICS

Topics to better understand the business

LEADERSHIP

Leadership Team

- Background
- Experience
- Credentials
- Tenure

STAFFING

Team Composition

- Contract vs Permanent staff
- Experience and skill level
- Departments – Sales, Support, Finance, Engineering etc...
- Tenure, Attrition and Geo-location
- Staffing Cost

CUSTOMERS

Existing and Prospective Customers

- Customer Revenue and Profitability
- Growth Metrics
- Sat Scores (NPS, etc)
- Sales Pipeline
- Pipeline conversion

REVENUE MIX

Revenue and Profitability

- Lines of Business
- Retail Banking vs Business Banking
- Product Revenue vs PS Revenue
- EBITDA Margin and growth
- Balance Sheet
- Revenue Growth

FUNDING & CAP TABLE

Funding

- Investors
- Cap Table
- Funding Rounds
- Available cash and Burn Rate

STRATEGY

Product and Business Strategy

- Market focus
- Product leadership
- Partnerships and reseller agreements

TECHNOLOGY AND DIGITAL PLATFORM TOPICS

Topics to better understand the technology

PLATFORM

Scalable, Multi-Tenant Architecture

- Build once, use many model.
- Microservices Architecture
- Ability to configure experiences and capabilities
- Channel UIs + Experience APIs + User Data
- Support for Omnichannel journeys

UX & DESIGN

Design Led Experiences

- Digital Design System.
- User-driven experiences that meets user needs and are usable, useful, and delightful
- Generative research-based models
- Usability Testing and evaluative research

INTEGRATION

Digital Platform open to Integration

- Quick and Easy Fintech Integration
- Entitlements and Administrative Control
- Marketplace Evolution
- Able to support multiple product types starting with core banking but accounting for payments, card, wealth, retirement etc.

OPERATIONS

Cloud-First Operations

- Cloud-first and cloud-agnostic
- Private and Public Cloud options
- Robust, Scalable, High Availability
- Multi-tenancy mandatory with Single-tenant hosting options
- Seamless upgrades and automated migrations

SECURITY, AUTH. & FRAUD

Highly Secure, Compliant Infrastructure

- Single digital identity
- Behavioral Biometrics
- Token and Password-less Access
- Fraud Prevention and Monitoring

DATA & ANALYTICS

Data and Analytics Tooling

- Event Broker model
- Data feeds to existing data stores
- User and journey analytics
- Exposable, extensible data model

COMPANY FINANCIALS

Can be supplied separately

- Financial P&L
 - Historical financials (ideally 2019 -2022)
 - 2023 forecast and YTD actuals
 - 3-5 year forward looking financial projections
- Revenue breakdown by customer (names anonymized) to assess customer concentration
- Operational metrics/drivers which underpin financials e.g., customer count, transaction volume, user count etc
- Capitalization table