

**FUSIONFABRIC.CLOUD PARTNER PROGRAM GUIDE**

**EVERYTHING YOU NEED  
TO KNOW BEFORE JOINING  
THE FUSIONFABRIC.CLOUD  
PARTNER PROGRAM**



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## Introduction

### Collaborating and innovating

Finastra provides the broadest, deepest portfolio of financial services software. We deliver mission-critical solutions for financial institutions of all sizes, on premise or in the cloud. We are committed to unlocking the potential of people and businesses.

However, no single company can provide every solution needed to meet the diverse requirements of every financial institution – to achieve this goal, collaboration is key.

This is what drives our **FusionFabric**.cloud strategy.

We are striving to provide third party developers with the best possible platform, the most productive tools and the easiest route to market, in order that they can build applications that will serve customers and users in banks worldwide.

By becoming a developer on **FusionFabric**.cloud you will be joining a world-class network of innovators helping financial institutions address their business and technology challenges.

### What is FusionFabric.cloud?

**FusionFabric**.cloud provides a radically different way to create, deploy, consume and monetize financial services applications.

**FusionFabric**.cloud offers a secure, cloud-based platform upon which developers can quickly and easily build financial applications using simple and intuitive low code development tools.

Designed for the platform economy, **FusionFabric**.cloud enables easy integration with third-party APIs from any source, whether banks, data vendors or third-party service providers.

Optimized to improve developer productivity, **FusionFabric**.cloud not only enables you to quickly create new applications but also to rapidly test and deploy them.

Once your application has been built, tested and deployed, **FusionFabric**.cloud then provides an unparalleled platform through which any developer can monetize their innovative applications. Completed applications can be published, promoted and sold through an online marketplace accessible to all banks and financial institutions.

Additionally, because **FusionFabric**.cloud integrates with Finastra's existing family of financial solutions, in due course over 9,000 Finastra customers will be able to easily find, select, purchase and deploy your application.

### What are the key components of the platform?

**FusionFabric**.cloud consists of three core components:

- **FusionCreator:** this cloud-based development environment enables you to develop and edit applications using low code tools, it provides access to Finastra's core systems via the **FusionFabric** platform and to third-party open APIs, to accelerate the development process.
- **FusionOperate:** the production environment to which you will deploy your applications.
- **FusionStore:** the marketplace from which applications developed on **FusionFabric**.cloud can be bought, sold and consumed by banks and financial institutions around the world.

### Why use FusionFabric.cloud?

Key benefits of choosing **FusionFabric**.cloud, the leading Open Innovation platform, include:

- Cutting edge technology and tools that allow low code – or even, no code – application development.
- Scalable platform using proven Microsoft Azure technologies and widely trusted infrastructure familiar to the financial services industry.

- Commitment to open and standards-based architecture means your investment is protected and innovation is accelerated.
- Individual developers are shielded from the complex chore of infrastructure setup and management, so they can concentrate 100% on application development.
- APIs and sample data covering the broadest set of financial services sectors is available, covering:
  - Treasury & Capital Markets
  - Retail banking
  - Transaction banking
  - Lending
- A rich and diverse community of FinTech developers keen to share best practices and collaborate to drive innovation in banking.
- A single platform that offers the opportunity to distribute your application to over 9,000 Finastra customers worldwide.
- Monetize your Ideas and intellectual property through a ready-made worldwide distribution channel, without the need to build your own sales and marketing capability.

#### Why join the program?

All developers and partners need to formally join the **FusionFabric.cloud** partner program in order to access the development environment and other tools needed to create and deploy applications.

Applying to join the partner program enables individual developers and partner organizations to benefit from:

- Formal recognition of your participation in the program through the use of the **FusionFabric.cloud** partner logo in your collateral, advertising, web site and sales materials.
- The **FusionFabric.cloud** developer community brings many diverse types of developers together to explore and innovate from their various perspectives. Using the developer community and its resources you will be

able to capture learnings, share problem solving techniques, search for and solve shared challenges, and collaborate to understand customer or business pain points and explore disruptive new use cases.

- The **FusionFabric.cloud** product team is closely aligned to the strategies and developments taking place across the Finastra portfolio. By joining the program you will benefit from insight into Finastra products and will know that your needs are represented to product teams.
- A variety of educational resources are available to help you acquire new skills and extend your capabilities as a developer. Educational content will be available through self-help tutorials, webinars and online guides.
- Priority invitations to **FusionFabric.cloud** developer meetups, training sessions, competitions and annual developer conference.
- Special pricing and discounted offers for using the various **FusionFabric.cloud** development tools and platform.
- Regular communication and updates from the **FusionFabric.cloud** team on new tools and features added to the platform, together with expert white papers and case studies.
- Technical support to help resolve any issues or challenges identified during the development, test or deploy phases.
- Marketing advice and support to help you to promote your application and business worldwide, including guidance on the **FusionFabric.cloud** partner program and the use of partner materials.
- PR advice and support to help you to earn editorial coverage in relevant banking, financial services and technology media.
- Participation and sponsorship opportunities in the Finastra Universe series of regional customer conferences.

- Partner applications will also be highlighted to Finastra's global sales team through a variety of internal sales readiness events and communications.
- Developer applications will be promoted to existing and prospective Finastra customers through the Fusion Store. Each developer can adapt and tailor their presence in the Fusion Store to maximize their sales opportunity.

For comprehensive information and further guidance on how to use **FusionFabric.cloud** to promote your business and application, see also the **FusionFabric.cloud** Program Marketing and Press Release Guide.

#### Who can join the program?

Whether you are a startup, an established FinTech, a consulting firm, a systems integrator, an individual developer, a university student, teacher or academic, a data provider, a technology provider, a bank, or working at any other financial institution, you can apply to use the **FusionFabric.cloud** platform.

- **FinTech startups:** get your new service or solution to market quickly and simply; benefit from the trust and confidence in the **FusionFabric.cloud**; sell direct to the largest institutions around the world, while still bootstrapping your startup.
- **Consulting firms:** demonstrate your capability to turn strategy into action by quickly bringing new client concepts to life as functional products; build proprietary tools to support your in-house process improvement techniques and methodologies.
- **Systems integrators:** short-circuit lengthy, costly and high-risk projects which require innovation or migration of aging systems; de-risk digital transformation projects by surrounding legacy applications with a new generation of cloud and API based applications.

- **Quant developers:** bring your numerical algorithms and trading strategies to the markets faster; spend your time refining algorithms and improving formulae, not wrestling with code, or waiting for data integration with aging systems.
- **Students and academics:** learn valuable new skills through the hands-on experience of building real world applications for the finance industry using the latest technology; showcase and monetize your success through the FusionStore marketplace.
- **Banks and financial institutions:** accelerate your capacity to innovate; liberate your own in-house development teams from legacy maintenance and better use their industry expertise to quickly bring new solutions to your business stakeholders.

#### When can I join?

The **FusionFabric.cloud** platform is being launched to developers in June 2018. The initial focus for the program is to grow the ecosystem of developers and partners developing for the platform.

The initial launch is being targeted to recruit innovative developers who will be able to join from June 2018. During this period, you will be able to access the platform and tools to build applications, while also helping to improve and refine the program.

#### How do I sign up?

The sign-up process is very simple.

First, you need to register your interest on the **FusionFabric.cloud** web site.

We will automatically confirm receipt of your application.

The **FusionFabric.cloud** team will then, either:

- Contact you granting access to the **FusionFabric.cloud** platform during the first 90-day Launch Wave and providing other relevant information.
- Contact you requesting more details about your own business or proposed application.

- Alternatively, we may ask you to join the priority Wait List while we onboard partners which joined the program earlier.

#### What is the Launch Wave?

During the first 90-day period after the developer launch of **FusionFabric.cloud**, the team will onboard organizations and their development teams to the platform. This first group of developers and partners is the Launch Wave.

This initial limit is designed to ensure that anyone joining the program is given the best possible onboarding experience. Subsequently, onboarding will then be accelerated with automated acceptance to the program.

#### What happens if I get asked to join the Wait List?

Anyone asked to join the Wait List will be kept informed about new developments and enhancements by regular email newsletter. Additionally, you will be informed of the expected date to onboard you onto the platform.

Anyone joining the Wait List during the Launch Wave will automatically qualify for the same opportunities and benefits as the developers and partners onboarded immediately. By registering your interest now, you will lock in your Launch Wave partner benefits.

#### Help us to improve the program

We are committed to the continuous improvement of **FusionFabric.cloud** platform, the associated tools and the ongoing growth of the ecosystem surrounding the platform.

If you have feedback for improvement or ideas for the future, please share them with the **FusionFabric.cloud** team at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com)

#### Consent to receive information

By enrolling in the **FusionFabric.cloud** partner program, developers and partners consent to receive program-related information from Finastra for the following purposes:

- Administering the program.
- Providing information to the developer and partner about the program.
- Providing information to the developer and partner about training and events.
- Providing the developer and partner with information and materials to support their partnership with Finastra.

#### Please read the Developer Terms and Conditions

Finastra created **FusionFabric.cloud** and its associated partner and developer program to build a robust ecosystem to serve our joint customers. To this end, we may from time-to-time revise the program and its associated requirements and benefits in response to changing market conditions or to incorporate best practices.

This process of continually improving and updating the program enables us to better meet the needs and requirements of all developers and partners participating in the program.

Please note, Finastra may take corrective measures in situations where a developer or partner breaches the Developer Terms & Conditions or other program policies.

We recommend you carefully read the Agreement you will be required to sign up to on the **FusionFabric.cloud** website.



# Security, Data Protection and Privacy

## Built upon Microsoft Azure's secure foundation

**FusionFabric.cloud** is a cloud based platform leveraging the best of Microsoft Azure cloud infrastructure and tools for outstanding security.

Azure offers an unparalleled level of security across all its product offerings. This is backed by continuous audit against both international and regional regulations, such as ISO 27001, HIPAA, FedRAMP, SOC 1, SOC 2 and Australia IRAP, UK G-Cloud and Singapore MTCS.

Regarding the demanding needs of the financial services industry, Microsoft has dedicated itself to meeting the requirements of regulators and contractually binds itself by:

- Making it clear that banks and insurers maintain ultimate ownership and control of their data.
- Meeting the robust controls and technical and security measures required by regulators.
- Ensuring auditors and regulators have effective access to information and relevant documentation for any activities a financial institution may use on Azure.
- Enabling financial services institutions to know where their data is stored by region, and that the region is consistent with applicable regulatory requirements.
- Committing to business continuity and exit provisions tailored specifically to the requirements of financial services customers, including cooperation during migration to and from the cloud services.
- Offering robust encryption controls for data in transit and rest.

- Providing stringent data protection requirements to enable transfers of data out of a region, such as under Europe's data protection regulations.

## Finastra's proven approach to security

Finastra has decades of experience in providing financial solutions that meet the highest levels of security and satisfy the requirements of financial regulations and industry standards.

All Finastra products (including **FusionFabric.cloud**) are developed within a product lifecycle program that includes a mature secure software development lifecycle, including business risk assessments, security requirements gathering, security architecture review, and static, dynamic and manual secure code reviews.

Where Finastra hosts our products for customers we operate them in a production environment that enforces strict access control and is closely monitored according to defined policies and standards. A formal change management process ensures systems can be kept up-to-date e.g. vulnerability patching, while also maintained in a known good state.

## Architecture: the building blocks of security

**FusionFabric.cloud** is built on the solid foundations offered by both Microsoft Azure and Finastra's development and operational experience. **FusionFabric.cloud** leverages that foundation to deliver a platform where our customers can innovate while being assured their data and systems remain protected. **FusionFabric.cloud** creates a trusted platform that:

- Supports multiple regions to accommodate data residency regulations.

- Is a multi-tenanted environment but dedicates infrastructure resources to each customer which enforces a strong segregation.
- Hardens all infrastructure to industry recognised standards and continually audits that infrastructure.
- Deploys immutable infrastructure which makes deviations from known-good configurations easy to monitor.
- Enforces network restrictions where all connections must be whitelisted.
- Encrypts all customer data at rest and in transit.
- Federates identity to customers so they are in control of access to the platform and **FusionFabric.cloud** never sees any passwords.
- Operates on the least privilege principle for all components and operators.

Finastra understands the requirements of the finance industry, and has worked with thousands of customers over many years to deliver solutions that exceed their security requirements. While **FusionFabric.cloud** introduces new approaches and experiences, Finastra's commitment to enabling our customers through exceptional security remains.

## Understanding privacy issues

We recommend you carefully review and satisfy yourself regarding the Privacy Notice disclosures relating to the collection and use of your own information.

You will find the Privacy Notice on the **FusionFabric.cloud** web site.

Additionally, all application developers will have important responsibilities regarding the privacy of data collected by your application. Many of these responsibilities have been established by recent GDPR regulations. To understand these obligations, please read the contractual Developer Terms and Conditions document carefully.

You will find the Developer Terms and Conditions on the **FusionFabric.cloud** web site.

# Commercial Terms

## **Outline of commercial model for developers and partners providing applications**

To encourage innovation, Finastra is providing free access to the **FusionFabric**.cloud application development tools for developers and partners.

This offer is available to qualifying developers and partners.

This offer is subject to limitations regarding the numbers of active developers and limitations upon hosting capacity.

To confirm that you qualify and ensure that you are aware of the requirements of a developer or partner, please read the Developer Terms & Conditions.

If developers wish to deploy their applications to the **FusionFabric**.cloud test and hosting environment, consume certain Finastra APIs and/or integrate with Finastra core systems, other charges may be applied.

Once you have developed an application, Finastra will enable you to provide it for sale in the FusionStore marketplace. Applications sold through FusionStore are subject to a revenue sharing agreement between the application developer and Finastra.

For further information on the commercial terms, please read the Developer Terms & Conditions.

You will find the Developer Terms and Conditions on the **FusionFabric**.cloud web site.

## **Outline of commercial model for customers and users of applications**

When a bank or other organization wishes to purchase an application from an application developer or partner through FusionStore, the purchase price is subject to a revenue sharing agreement between Finastra and the application developer (described above).

FusionStore customers are charged an initial purchase price, then if appropriate to the specific application, any additional costs for the consumption of services or APIs, from whatever source, are charged to the customer.

All payment processing for applications sold through FusionStore is managed and processed through Finastra.

## **Legal relationship between application developer, Finastra and FusionStore customer**

FusionStore customers will contract directly with each application developer regarding the rights and terms of usage of the specific application.

FusionStore customers will contract with Finastra regarding the purchase agreement and ongoing service agreements regarding hosting, or other services required by the application.

## **Pricing plans**

A number of different pricing plans are available to developers and partners. A developer may choose to provide a free trial.

Each plan offers different levels of hosting capacity and support. It is easy to upgrade through the different plan levels as your needs grow.

For more information on the various options available to you, please read the Developer Terms & Conditions document. You will find the Developer Terms and Conditions on the **FusionFabric**.cloud web site.

## **Check the latest Developer Terms & Conditions document**

This description of the commercial and legal relationship is provided as an outline overview. This information is subject to change.

For more detailed information and the latest version, please read the Developer Terms & Conditions Agreement. You will find the Developer Terms and Conditions on the **FusionFabric**.cloud web site.

# Termination

## Breaking up

You or Finastra might want to end the partnership for one of the reasons listed in the Developer Terms & Conditions.

In case of termination of the Agreement by Finastra, the partner will receive a written notification and the termination will be effective on a 30-day notice.

Following the termination, the partner will have another 30-day period to retrieve its data. After this 30-day period:

- All the partners' data will be destroyed. It is thus necessary for the partner to download its data prior to that.
- The partner will be denied access to FusionCreator and FusionStore. Its credentials will be deleted.

If you have already sold one or more application to clients via FusionStore, then you will still be required to provide support to these clients, following the Developer Terms & Conditions you have agreed with them.

Following that, if the partner wishes to join again the **FusionFabric.cloud**, Partner Program then a specific request and justification will need to be provided. Finastra could then agree or refuse to provide access to the platform.

# Creating Applications

## Getting started with FusionCreator

### FusionCreator overview

FusionCreator provides access to **FusionFabric.cloud** and sample data. You can access the public list of APIs and other Technical Documentation on the **FusionFabric.cloud** web site.

FusionCreator also provides access to a number of low code tools and other features that will help you build and integrate your application. Because of this approach, FusionCreator is not just for developers, Quants, business analysts or non-developers can also build and deploy financial solutions.

### On-boarding into the program

To get started, first you will need to register and be accepted into the **FusionFabric.cloud** Partner Program. This process is detailed in pages four and five of this document.

Once accepted into the program, you can choose your **FusionFabric.cloud** plan, depending on your project requirements and team size. It is easy to upgrade between plans as your needs grow.

### Can I evaluate FusionFabric.cloud before I invest?

You can choose the free plan to get started and test the platform before choosing to move to an advanced plan that will help you grow your project.

## Learning and training

### What learning resources are available?

For all **FusionFabric.cloud** users, access is provided to developer learning material (tutorials, documentation, sample apps, etc.). These resources are designed to help you get started with **FusionFabric.cloud** as quickly as possible.

You will find examples of publicly accessible learning materials on the **FusionFabric.cloud** web site.

Certain other learning resources and documentation are only accessible once you have joined the program. Once you have been accepted into the program you will receive further information identifying additional resources.

### Can I get help from the community to learn faster?

All **FusionFabric.cloud** users have access to the developer community where they can navigate to a Question & Answer style forum to learn from the experiences of other community members. You can post new questions, and get answers from more experienced community members.

Please find here a link to the forum on the **FusionFabric.cloud** web site.

Community members have also the possibility to publish blog posts about their experiences using the platform.

You can read some of their posts on the **FusionFabric.cloud** [website](#).

If you'd like to contribute, developers can submit posts to share their experiences of creating applications for the platform, get in touch with us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com) for more information.

The **FusionFabric.cloud** developer community is curated by Finastra. The terms of participating within the community are explained upon registration.

### What are the formal training options?

In addition to the learning resources and community-based support, Finastra hosts both online training webinars and local training sessions at Finastra offices around the world. If you join the program, you will be advised of these opportunities within developer communications.

You can also request private training courses from Finastra. This approach is used by organizations to speed-up the launch of new projects, or the on-boarding of teams of new developers.

## Can Finastra help app developers build their applications?

If your application is strategic for Finastra and its customers, then the Finastra development centre may be able to help advise or develop a proof of concept, and then support you to grow and productize the application.

Developers and partners needing this form of assistance should contact Finastra directly, describing the proposed project and requesting specific help to build it.

## Using the APIs

### What Finastra APIs are available?

**FusionFabric.cloud** provides access to a variety of Finastra APIs covering a range of financial services sectors. In due course, this will extend across Finastra's range of solutions covering:

- Treasury & Capital Markets
- Retail banking
- Lending
- Transaction banking

You can access the full list of Finastra APIs currently available on the **FusionFabric.cloud** web site.

Along with the APIs, you will also have access to documentation, sample data and sample code, to help you quickly build and test your application.

### What if the Finastra API I need is missing?

If you need an API that is not currently available in **FusionFabric.cloud**, then please make a request via at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com).

Your request will then be assessed by Finastra, and we will respond to you with a positive or negative answer. If relevant we will advise you regarding estimated availability timelines.

### Can I use third party APIs?

Along with Finastra APIs, you will find third party services available via **FusionFabric.cloud**. These are provided by Finastra partners which have agreed to distribute their APIs via the platform.

These APIs may either be paid services, or available for free, depending on the third-party provider's pricing policy.

If the third-party API you require is not available in the list, then please contact us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com).

## The FusionCreator Tools

### Financial services specific tools

FusionCreator includes financial sector specific tools for a variety of purposes and applications, including:

- **Financial Model Builder:** allows quants to develop financial modelling analytics which can run on CPU or GPU, without having to worry about low level code optimization.
- **App Builder:** helps you build superior applications featuring outstanding user experience (UX) and modern dashboards without having to write a single line of code. It allows app developers to create interactive reports quickly, combining data coming from different sources, apply different operations to it, and manage the data lifecycle.

You can find the FusionCreator documentation on the [FusionFabric.cloud](https://FusionFabric.cloud) web site.

### Version and source control

FusionCreator is integrated with a source control system which allows your team members to collaborate on the platform.

Find more information in our technical documentation on the [FusionFabric.cloud](https://FusionFabric.cloud) web site.

## Testing and quality assurance

### Adding a test environment

In order to test your app in real conditions, you also have access to Finastra core systems.

If you require additional environments or access to a Finastra core system to run your quality assurance campaign, then please contact us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com) to receive that extra functionality and support.

## Support for your project

### Community support

If you are facing an issue while using FusionCreator, the first thing to do is to check whether someone else on the [FusionFabric.cloud](https://FusionFabric.cloud) forum has faced the same issue and what the solution was.

If you don't find anything about your issue already there, you should ask the community of [FusionFabric](https://FusionFabric.cloud) users about your issue. They might be able to help you immediately. Finastra's developers will also be answering questions via the community for everyone to benefit from the answers.

You can access the forum via the [FusionFabric.cloud](https://FusionFabric.cloud) web site.

### Support for third party applications and services

Finastra does not provide support for the third-party applications and services that you might be using for your projects.

If you are facing an issue with a third-party application or service, then you should contact the service provider's support channel.

## Growing your project

### Adding more developers

To add a new user from your organization, you simply need to have the user sign-up for [FusionFabric.cloud](https://FusionFabric.cloud) under the same company name and using their corporate email address.

Then you can share the development environment for team collaboration.

If you require more than 5 users, then please contact us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com).

### Adding new and additional environments

If you require more than one environment, please contact us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com).

### Adding new Finastra systems to your environment

In order to test your application in real conditions, you might require access to one or multiple Finastra core systems. Please contact us

at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com) for more information.

## Security and data protection in application development

### The responsibilities of application developers

The Developer Terms & Conditions describe the full responsibilities of application developers regarding security and data protection.

By signing the Developer Terms & Conditions, application developers agree on the following:

- The application developer must ensure that whatever data is shared with them by the customer or application user (typically, banks and other financial institutions) and regardless of whether this data is shared during test period or production:
  - No-one on the application developer side can read, copy or manipulate the bank's data.
  - The application developer doesn't retain any of the bank's data.
  - The data is encrypted, and the app developer only has a temporary key to decipher the data.
- The application developer is responsible for all permission management, identity issuance and verification, for access to their APIs.

### 12.2 Data Governance and Data Protection compliance requirements

While building your application on [FusionFabric.cloud](https://FusionFabric.cloud), we will require you to confirm the following questions about GDPR:

- Are you working with any end user consumer's personal data?
- Is the application for European end user consumers?
- Is the data coming from Finastra APIs? Is the data coming from third party sources?
- Do you plan to store the data?
- Explain how the end user consumer would agree on sending his or her data to your own server

# FusionStore overview

Now your application is complete, you'll want to see what end users think of it, and ideally to monetize your hard work. FusionStore is the marketplace to monetize applications that are built on FusionFabric.cloud.

### Does every application get into FusionStore?

Not every application is published to FusionStore.

Finastra conducts an application review prior to publishing each app into FusionStore. Applications may fail that review process because of poor performance, inadequate security or other technical or user experience reasons.

The Finastra **FusionFabric.cloud** support team will feedback to each developer explaining why their application has failed the review process and the remedial action required to be taken.

Finastra reserves the right to remove or delete any application that is considered inappropriate to promote to its user base or the wider financial services marketplace. This may be done for reasons of performance, user experience, legal or copyright.

### What if my application is private?

There is no obligation to publish your application to FusionStore. Your application can remain on your development environment. However, doing so may limit your capacity on the platform to create further new applications.

Banks and financial institutions also have the ability to build 'private' applications that are for their organization's internal use only.

These applications are not available for sale in the public marketplace. Private apps can only be used internally by the bank or financial institution.

### Submitting your application

#### Submission process

You will save time and effort if you have the required information to hand before you start the submission process. Take a look at other applications' details in FusionStore to familiarize yourself with format and style.

The presentation and quality of this information will determine how your application is perceived and understood by your prospective customers. We strongly recommend that you look closely at the requirements and the quality of the information you provide.

In order to submit your application, you will need to provide the following information.

- Information about your application, that will be made public on the FusionStore, namely:
  - App title/name
  - App description
  - App presentation with screenshots
  - App demo (usually an automated or sequenced video of key functionality and customer journeys)
  - App category (select from a list of categories)
  - Requirements to run the app (Finastra systems, other systems)
  - Support information
    - Link to your support resources
    - Support phone number
    - Support email contact
    - Support Developer Terms & Conditions
  - Package content
  - Descriptions of any third-party services included (e.g. external data providers)
  - Relevant marketing material (e.g. datasheet, case studies, whitepapers, webinars)

- App developer information
    - Company name
    - Date company founded
    - City
    - Website
    - Email contact
    - Phone number
    - Description of company
  - App pricing structure
  - App free trial period and terms (if relevant)
  - Any additional information that you think would be helpful or relevant for Finastra to be aware of in order to proceed with the application review and inspection.
  - A free license to your app assigned to Finastra, in order to undertake the validation.
  - Information about your company, in order that Finastra can complete the standard Due Diligence Questionnaire and Compliance Certifications.
  - A GDPR questionnaire that will be provided to you.
  - A high-resolution logo of your company and/or app product.
  - Your feedback about using the platform, in order that we can publish testimonials, understand where improvements may be needed, and/or help other developers to navigate to the process successfully.
  - Data privacy: you will be required to confirm that you have agreed to and signed Finastra's requirements regarding data security and privacy.
  - Your own Developer Terms and Conditions that a customer will need to sign when buying your app.
- For individual publishers, or students and academics wishing to publish applications to FusionStore, we understand not all this corporate style information will be

relevant. If you provide your own name in place of the company name, Finastra will advise regarding what information should be publicly available.

#### Acceptance criteria

The review of your application will mainly be technical and will focus upon:

- Compliance with security guidelines
- Stability of the app
- Non-corruption of data
- Acceptable performance levels
- Acceptable user experience
- Compliance with API use guidelines
  - All APIs must be registered on the API management system, both your own APIs and any third-party APIs.
  - Finastra systems should be accessed only via the standard APIs provided by Finastra, except if explicitly agreed with Finastra.
- Any legal, copyright or trademark concerns
- Each application must be suitable for public sale

If there is an issue regarding any of these criteria, the team may reject your submission and ask you to undertake certain changes to your app, before re-submitting it.

#### Timelines

The review of an application will normally be completed within a period of 30-days. If you've submitted your app more than 30 days ago and are still awaiting feedback, then please contact us.

The validation process may take longer if your submission is rejected and requires modifications before being re-submitted.

#### Hosting costs for customers

During the validation of your app, the hosting cost of your app will also be estimated. If a customer buys your app, they will need to pay both the app price and the hosting cost.

This estimated cost will be displayed in FusionStore, alongside the pricing of your application. In this way customers can budget for the overall costs.

It is sensible to consider this hosting cost when defining the sale price of your application.

#### Marketing your application

##### Pricing your application

Determining the price of a new application can be hard. These are some recommendations to consider:

- The benefits of a free trial period:
  - This is recommended for all apps so that customers can test the app before investing
  - This is limited in time, our recommendation is a 30-day period
  - The trial period is aimed for the customer to test your app before using it in production
  - The trial period could apply to a limited number of users within a given organization.
- Consider your basic pricing model, among your considerations are these two options:
  - Subscription - fixed cost with unlimited volumes.
  - Subscription - volume bands i.e. customers start paying based on estimated volume bands and 'true-up' if they move bands in subsequent billing period.

- Consider your own cost structure:
  - Are there third-party costs included? Are these fixed or variable?

Different pricing models and approaches will be suitable for different applications. We strongly recommend running a free trial in order to gather customer and user feedback on the quality of the application and the value that it delivers.

Please note that customer billing can be annual, quarterly or monthly, and only in advance.

### Promoting your application

Once your app is validated and becomes available on the FusionStore, you will be able to start promoting it.

As a **FusionFabric.cloud** partner you will receive a Marketing & Press Release Program Guide that will help you promote your application. It includes guidance upon:

- Using the Finastra **FusionFabric.cloud** Partner logos and brand guidelines on your website and marketing material to promote your partnership with Finastra **FusionFabric.cloud**.
- Guidelines in terms of creating press releases and gathering coverage in the media.

### Selling your application

Once validated, your app will be available in FusionStore and will benefit from Finastra's broad marketing and promotional activities in support of the store.

In certain cases, applications can be featured or highlighted in the FusionStore and benefit from additional promotion to Finastra customers. These applications will be highlighted because of their success in the marketplace or alignment to specific customer needs and requirements.

Immediately your app is live in FusionStore, you can start approaching customers and prospects to get them to buy the app.

Finastra's global sales organization might also present and sell your app along with Finastra own portfolio of solutions. The goal driving **FusionFabric.cloud** is to benefit to our 9,000 customers around the world, therefore we will identify to them any applications which deliver outstanding value.

### Contracts and billing

#### Contracts

When a customer buys your application, the customer will contract directly with you, signing the Developer Terms & Conditions that you will provide along with your app.

#### Commission, billing and payments

Commissions and billing will be managed by Finastra, following your supplied pricing structure once it has been approved by Finastra.

Finastra will then:

- Issue the bill for the customer
- Process payments
- Pay the application developer revenue share

Payment and billing frequency will follow the pricing structure that you have defined for your application, which will need to be approved by Finastra when you submit your application. The payouts will be processed to the application developer following the payment received by the customer.

### Public user reviews

#### The value of user reviews

User reviews help prospects to understand the quality and value of your

application before they try it. Positive reviews will also help you market and sell your application around the world by building trust and confidence.

Customers will only be allowed to review apps they have purchased. This is to guarantee that the review comes from a real user.

#### Validation process

Finastra will validate user reviews and reject those that are inappropriate. The user will then be notified to modify their review before resubmitting it.

If a review contains objective information, Finastra will not reject the review simply because it is negative. Application developers are also able to post answers to user reviews.

Finastra will make sure that answers posted by an application developer are also appropriate, and follow similar guidelines to the validation of user reviews.

#### Challenging a review

Only Finastra can choose to remove a review.

If you are not happy with a user review that was accepted by Finastra, then you can contact us at [FusionFabric.cloud@finastra.com](mailto:FusionFabric.cloud@finastra.com).

### Removal of applications

#### Removal from FusionStore

In the case of termination of the partner agreement, by the application developer or Finastra, you have a 30-day period to download your data from the FusionStore. After this 30-day period all the data in your **FusionFabric.cloud** environment including FusionStore, will be irrevocably deleted.

#### Informing customers and users

If your application was bought by one or more Finastra customers, those customers will be notified.





## About Finastra

Finastra unlocks the potential of people and businesses in finance, creating a platform for open innovation. Formed in 2017 by the combination of Misys and D+H, we provide the broadest portfolio of financial services software in the world today – spanning retail banking, transaction banking, lending, and treasury and capital markets. Our solutions enable customers to deploy mission critical technology on premises or in the cloud. Our scale and geographical reach means that we can serve customers effectively, regardless of their size or geographic location – from global financial institutions, to community banks and credit unions. Through our open, secure and reliable solutions, customers are empowered to accelerate growth, optimize cost, mitigate risk and continually evolve to meet the changing needs of their customers. 48 of the world's top 50 banks use Finastra technology. Please visit [finastra.com](https://finastra.com)

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