



Dear Tom,

We live in exciting times and for D+H employees and our clients, our recent announcement signals a very exciting and positive change. A press release was issued on Wednesday the 14th with the announcement that D+H and Misys have joined forces to form Finastra, a Fintech company supporting Financial Institutions throughout the Globe. The merger is very complementary with little to no overlap in geography, products or people and brings together two firms with deep experience supporting banks and credit unions.

The executive leadership team for the combined organization has been set, and I am assuming the role of North American President for Finastra. In this role, I will work closely with Mike Dionne as he assumes the role of Managing Director, North America overseeing our bank and credit union business in both Core and Lending, which today is over 5000 clients strong. This business segment is our largest in terms of numbers of clients, revenue and opportunity. Our focus now turns to executing against our mission to deliver compelling value to our customers that helps them compete and win in their markets. Our combined assets and strengths coupled with our commitment to deliver the best core products, lending products and ancillary services in the market today positions us in a "grow with your clients" scenario...exactly where we strive to be!

Beginning with this letter, Mike and I commit to you to communicate thoughtfully and regularly about our current focus, our progress and our near term expectations. Nothing should ever be a surprise to you with this transparency.

Looking toward the future, the themes that captivate us include Cloud delivery,

truly open systems and ensuring compliance for ourselves and our clients. In these pursuits, you will find us to be much more collaborative and innovative in our client relationship and our product management/development.

As we further develop our engagement model with our clients we will relentlessly focus on 5 key imperatives:

1. We will have a **customer-centric focus** on delivering an amazing experience for both our customers and those whom they serve. We'll do this by engaging and communicating with our customers in new ways, by measuring customer health, and by being active and accountable listeners.

2. Our product and development efforts will focus on throughput and quality that drive **operational efficiency** and **improved ROI** for our clients.

3. **Faster time to market** – Driven by a digital world and ever increasing consumer and small business expectations, we recognize that your business is changing at the speed of light. And, our intent is to build our organization to deliver core and ancillary solutions to allow our clients to seize the opportunity to be market leaders. We are focusing our investment in omni-channel digital capabilities, branch automation and analytical capabilities, and already offer the most comprehensive lending portfolio in the market.

4. Delivering a **comprehensive / high quality implementation experience**. Equipping our clients with a timely and exceptional implementation experience is equally as important as building great solutions. In fact, they go hand-in-hand.

5. **Stability, scalability and innovation** will be pillars of our offerings. Our innovation will enable clients to anticipate the needs of their markets and be agile enough to adapt. The **breadth of solutions** offered by the combined companies will provide the broadest and deepest end-to-end integrated portfolio of financial software in the market, allowing our clients to expand their offerings

to their customers as they grow.

We will be sharpening our focus, implementing many proven best practices and fostering an empowered, knowledgeable and engaged workforce that supports a learning and innovative culture. The people you know and some new faces that you'll come to know, will be here to support you along the way. Your trust in us as your technology partner is very important to us. And, know that we are very committed to you and your success. We very much look forward to proving these words to you.

We hope to see you at [Perspectives](#) in August where we will explain further how the integration of the two companies will create one of the broadest, most complete portfolios in the financial services technology space. This is a great opportunity to find out what this means for you, ask questions and to interact with the leadership team.

Best regards,



Bill Neville
President, North America



Mike Dionne
Managing Director, North America

Finastra At-A Glance

- Approximately 10,000 employees
- Over 9,000 customers
- Spanning 130 countries
- Representing 48 of the top 50 banks globally

- \$2.1 billion in revenues

Finastra.com

Finastra 2017

FINASTRA

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