

**FINASTRA**

Skills Center of Excellence

# *Unlock Potential*

Fostering a culture of continuous growth through skills relevancy, innovation, and agility in everything we do.



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## We are all on a skills journey

The Skills Center of Excellence (CoE) is dedicated to unlock the potential of people with a vision to establish Finastra as a skills-based organization.

This reflects Finastra's core belief that our people are our greatest asset.

### Our strategy encompasses:



Fostering a culture of continuous growth



Maintaining relevance of skills



Recognizing innovation



Embracing agility in all that we do

# Skills CoE

## Unlock Potential

# Becoming a skills-centric organization

Finastra is on a journey to become a skills-based organization, aiming to provide intentional and meaningful career progression opportunities aligned with employee goals based on three principles:

- 1. Skills over jobs:** Individuals have a diverse range of skills beyond job descriptions.
- 2. Flexible role assignments:** Employees are not confined to fixed roles and can use their skills across different tasks and projects.
- 3. Matching interests and priorities:** Employees are empowered to complement their work with personal interests and the company's evolving needs, equipping them with a skill toolkit for diverse challenges.

By valuing skills, skills-based organizations liberate people from job labels and promote agility in how work is done, unlocking the full potential of each individual.

## Why should Finastra evolve into a skills-based organization?

Focus on practical abilities for workplace application

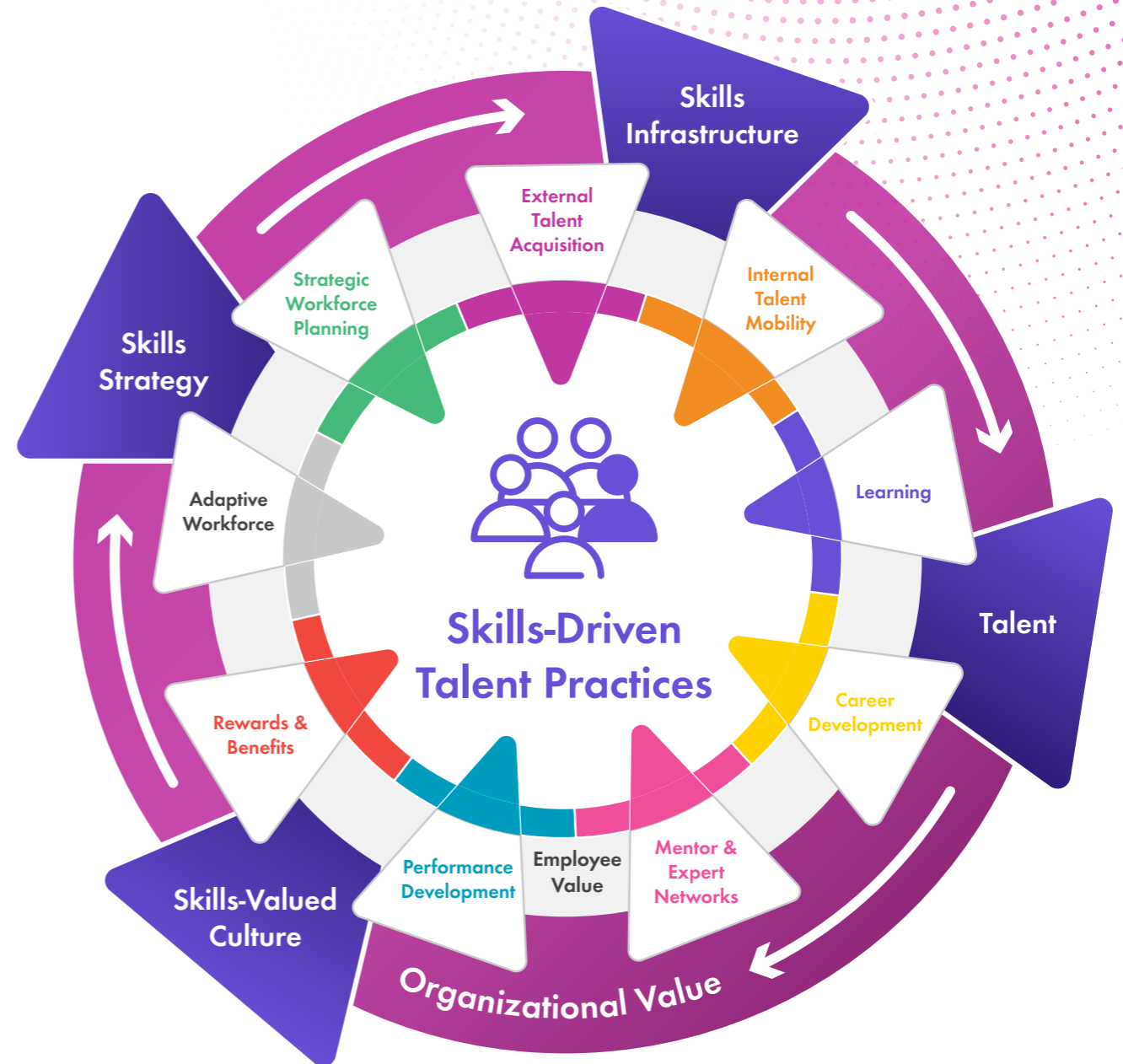
- Skills taught align with strategic objectives and business goals
- Promote growth mindset and industry adaptability
- Enhance engagement and retention through skill-focused career support
- Cultivate an environment of collaborative learning
- Recognize employee skill advancement as a measure of success

### Benefits to Finastra

- Agility to respond to change
- Skills-focused talent optimization
- Inclusive ability-driven workplace
- Retention enhanced through engagement

### Benefits to Finastra employees

- Career progression and growth
- Autonomy and control of skills journey
- Greater satisfaction and sense of belonging
- Flexibility and adaptability increasing value





Click on the buttons to know more

## Skilling: A journey to growth

Overcome any challenge by investing in personal development via skilling

*Hear more from our leadership team about why skills is important to them and their function as well as what being a skills based organisation means to them!*



Click on the buttons to know more

## How we navigate skills development

### We are led by your north star

The Skills CoE is a dynamic hub dedicated to Finastra's transformational journey of becoming a skills-based organization. It serves as a strategic partner, collaborating closely with our business units and wider People team to chart the course toward success, whether that success is company-wide, business unit-specific, or based on individual goals.



Based on a Deloitte survey conducted in 2022, organizations are

*“ increasingly placing skills, rather than jobs, at the center of the way work gets done.”*



# Unlock

The Skills CoE is a compass for skills development for all those within Finastra looking to grow their value and career. We recognize our business landscape evolves rapidly, and staying relevant and ahead requires continuous learning. This means fostering the development of critical skills and capabilities that align with strategic priorities today and the future, whether that be mastering new technologies, building technical/functional skills for a particular role, or refining soft skills. To unlock our employees' potential, the Skills CoE provides access to relevant learning pathways on select platforms and designs customized courses and programs targeting specific critical skill areas. These learning opportunities empower continuous growth and skill development. As part of critical skill development, [click here](#) to learn more about how we are embracing generative AI.

 [Click on the buttons to know more](#)



## Unlock



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***Determine that today you will overcome your self of the day before, tomorrow you will win over those of lesser skill, and later you will win over those of greater skill."***

**Miyamoto Musashi**



# Navigate

Embarking on a skills journey is like going on a voyage of discovery and growth. It begins with identifying abilities and strategies, then setting clear and achievable goals. The Skills CoE works hand-in-hand with business units to craft a dynamic skills plan meticulously tailored to meet the unique demands of the BU vision, individual role family priorities, and wider people planning. Every plan includes mutually agreed measurable business outcomes to ensure that we demonstrate qualitative and/or quantitative improvements aligned with stakeholder goals and vision.

 Click on the buttons to know more



## Navigate

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***Teamwork appears most effective if each individual helps others to succeed, increasing the synergy of that team; ideally, every person will contribute different skills to increase the efficiency of the team and develop its unity.***

Andrew Carnegie





# Grow

Every career journey at Finastra matters. The Skills CoE empowers individuals and managers with insights into the skills landscape. This gives everyone the ability to understand where their strengths lie, identify growth areas, and explore opportunities. Whether they aspire to climb the corporate ladder or explore lateral moves, the Skills CoE provides a guide toward unlocking potential. This begins with the **Skills & Career Navigator Tool**, which offers valuable insights into the specific skills required for different roles within Finastra. It enables users to take control of their growth path by comparing skill gaps across roles and providing guidance on developing the critical skills necessary to achieve shared goals.

 Click on the buttons to know more



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*My best skill was that I was coachable. I was a sponge and aggressive to learn."*

Michael Jordan



Unlock



Navigate



Grow

# Unlocking potential through generative AI skill development

**//**  
***As an organization at the forefront of software innovation, we are actively investing in generative AI to unlock the potential of our ~7,000 people, accelerate and augment product development, and support our customers as they seek to grow and better serve their customers.*****//**

Skills CoE



### For all our People:

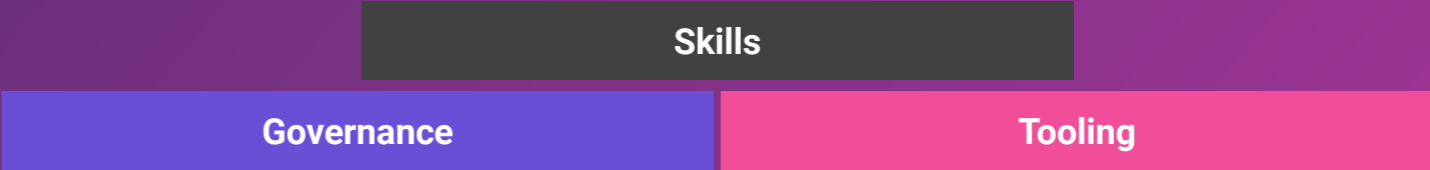
- We've launched a comprehensive and customized training program in generative AI foundational skills for our entire workforce of over 7000 employees. The program comprises of content that is relevant to our company and the wider industry.
- In line with our broader strategy for learning pathways, we are incorporating generative AI into our skilling programs across all Role Families. This approach is designed to cultivate and grow the competencies necessary for effective, efficient, impactful, and results-driven performance.

### For our Developers:

- We've created an innovative, developer-specific skilling program in partnership with Microsoft. This grants over 3000 Finastra technology and development employees access to an interactive course focused on the fundamentals of generative AI and beyond. The course objective is to evolve with each users growth journey, to give them hands-on experience with gen AI in the real world and ensure relevance and value in their skills activation journey.



We have foundational building blocks in place to build and sustain our muscle in generative AI.



# Our strategic pledge for skill empowerment

The Finastra Skills CoE is committed to your growth. We believe that when our people thrive, our customers thrive, and therefore our company thrives. Embarking on this journey together will allow us to **unlock** the potential of our people by helping them **navigate** their career and **grow** their skills and value.



**//**  
*The future belongs to those who learn more skills and combine them in creative ways.*

Robert Greene  
Author

1

**Foster a culture of continuous growth**

This empowers employees to seek out new knowledge and aim to diversify their skillset, contributing to their expertise.

2

**Maintain relevance of skills**

Ensuring the ongoing relevance of skills, using labor market data and a Finastra business requirement, empowers our workforce to adapt, innovate, and thrive in an ever-evolving landscape.

3

**Embrace agility in all that we do**

This is a strategy that fuels continuous learning, promotes adaptability and ongoing growth across the organization.

4






**Recognize innovation**

Recognizing innovation fosters a culture of curiosity and propels our skilling initiatives toward cutting-edge solutions and growth.

# Our structure and our skills framework

We are organized in Role Family teams, managed by Skills Leads that understand the particularities of each different function across every business unit.

A Role Family is a group of closely connected and/or interlinked Roles that does not necessarily belong to a single function or a team but can be cross-functional in nature. It is typical to see individuals grow their careers within a single Role Family or move between Role Families with similar skills.

-  Lending
-  Payments
-  TCM
-  Universal Banking
-  Corporate Functions

<b>Product Management</b>	<p>“The advantages of a skills-based organization as professionals, we get to stay relevant and achieve our career aspirations and... as a business, we enhance productivity.” - <i>Veena Rao, Head of Corporate Lending</i></p>
<b>Technology</b>	<p>“Every new skill that we acquire allows us to serve our customers better... It also doesn't hurt that every new skill we acquire can open up a new career path for us.” - <i>Michael Stawchansky, CTIO</i></p>
<b>Sales</b>	<p>“I totally believe that happy and engaged employees lead to happy clients this leads to positive and successful financial results... how do we achieve happy employees. They want to earn, learn and advance.” - <i>Wissam Khoury, EVP TCM</i></p>
<b>Services</b>	<p>“Skills are the foundation of a professional service team; they transform potential into performance, enabling exceptional outcomes and delighting clients.” - <i>Alain Abou Khalil, Global Head of Services - TCM</i></p>
<b>Customer Support</b>	<p>“The ‘Difficult &amp; Escalated Case Communication Skill Program’ proved to be immensely valuable [...] The knowledge and skills acquired during the session played a pivotal role in assisting me to overcome difficulties.” - <i>Swati Aggarwal, UB Customer Support</i></p>
<b>Customer Success</b>	<p>“In the future it becomes more and more important to have the latest skill, the latest knowledge, because we would like to ride ahead of the innovation curve of latest technologies and best business practices.” - <i>Michael Rieder, COO Payments</i></p>
<b>Corporate Functions</b>	<p>“Being a skills-based organization means that we create a culture of curiosity, innovation, and collaboration among our teams, in addition to a drive toward continuous process improvement” - <i>Carissa Kell, CFO</i></p>

# Contact us

You can reach out to  
Skills Center of Excellence team at  
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for any questions or guidance.

## About Finastra

Finastra is a global provider of financial software applications and marketplaces, and launched the leading open platform for innovation, FusionFabric.cloud, in 2017. It serves institutions of all sizes, providing award-winning software solutions and services across Lending, Payments, Treasury & Capital Markets and Universal Banking (Retail, Digital and Commercial Banking) for banks to support direct banking relationships and grow through indirect channels, such as embedded finance and Banking as a Service. Its pioneering approach and commitment to open finance and collaboration is why it is trusted by over 8,000 institutions, including 45 of the world's top 50 banks. For more information, [finastra.com](https://finastra.com)

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