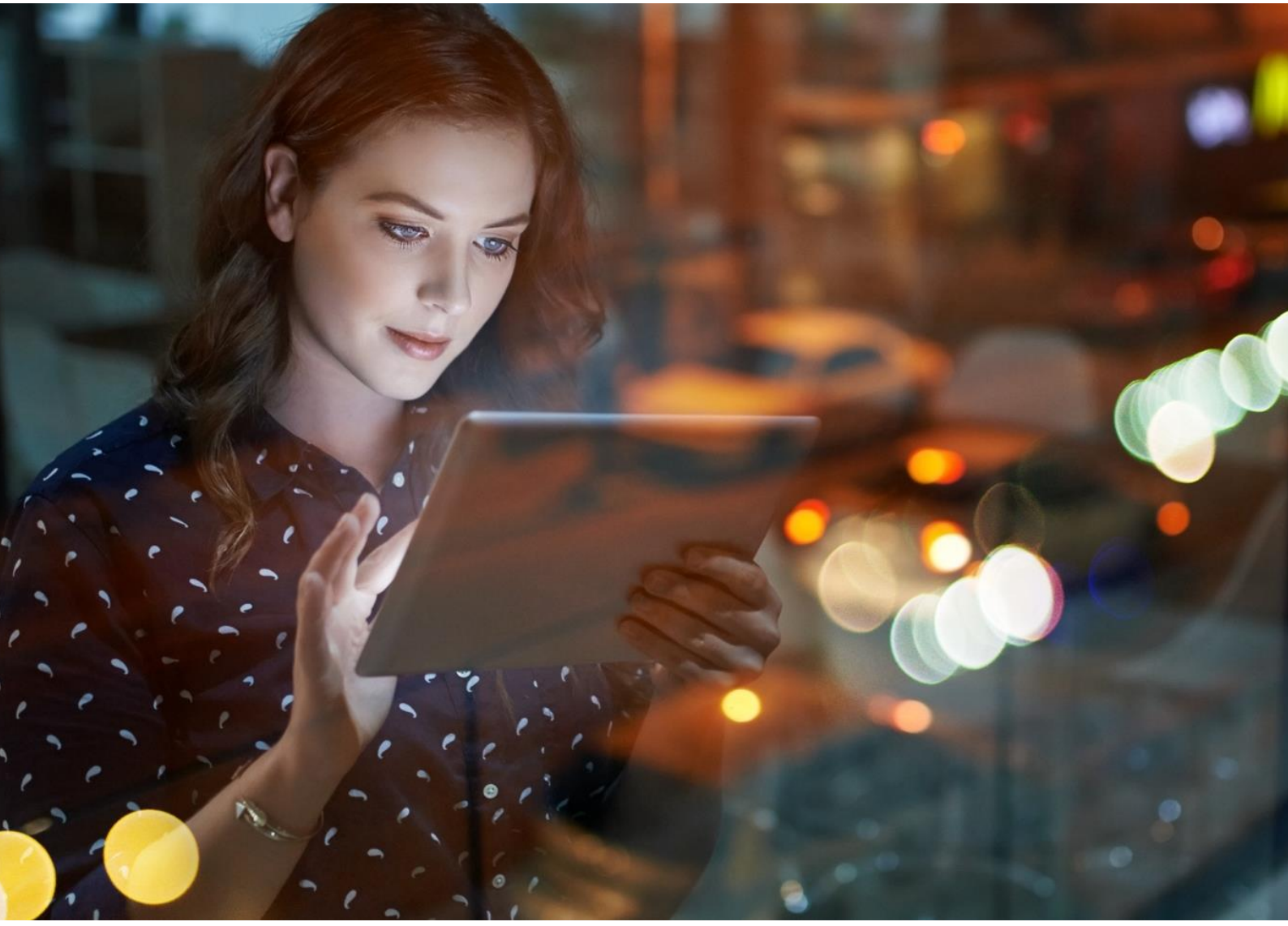
Clear Dynamics

Core Finance

Product Catalogue



27 November 2018

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Document details

Document Title:	Core Finance
Document sub-title:	Product Catalogue
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Publish date:	27/11/2018
Version:	1

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1 Core Finance Introduction

1.1 Digital Banking & Finance Platform

Core Finance is a new digital platform that spans the entire customer lifecycle, complimenting core systems across finance and banking enterprise environments. It is an End-to-End (E2E) Finance solution that streamlines the customer journey, from application and onboarding, through to servicing. The unique nature of the Core Finance offering is that every application can be infinitely configured to meet specific business requirements without the traditional risks of bespoke platforms. Core Finance is comprised of more than ten enterprise applications including:

- Core Companion ™
- Core Prospects ™
- Core Digital ™
- Core Decision ™
- Core Customer ™
- Core Servicing ™
- Core Transact ™
- Core Payments Exchange ™
- Core General Ledger ™
- Smart Doc Hub ™
- Core Operations ™
- Core Dashboard ™

1.2 Clear Dynamics Platform

Core Finance is powered by the Clear Dynamics Platform which is a highly sophisticated digital framework designed to achieve genuine automation across the entire enterprise software lifecycle.

The Platform is an automated software "Factory" delivering highly functional cross-platform capabilities including:

- Fast & Efficient Delivery - Complete lifecycle automation across requirements, configuration, testing, deployment, documentation and upgrading.
- Agnostic Architecture - All applications facilitate Hybrid, Cloud and On-Premise deployment models. This supports incumbent architects and vendors with low touch impact on the enterprise landscape.
- Unlimited Data - Automated data management enabling seamless access to an unlimited volume, breadth and depth of complex and distributed data sets.
- Any Device, Anywhere - Omni-Channel solutions that automatically facilitates multi-device and audience, environment.
- Continuous rapid improvement - automated code, test generation, deployment and documentation allow for modification of requirements and re-delivery of these modifications with very low risk
- Low risk - changes can be made at any point in the lifecycle facilitating a 'Linear Cost of Change' and future-proofing solutions from falling behind industry trends.

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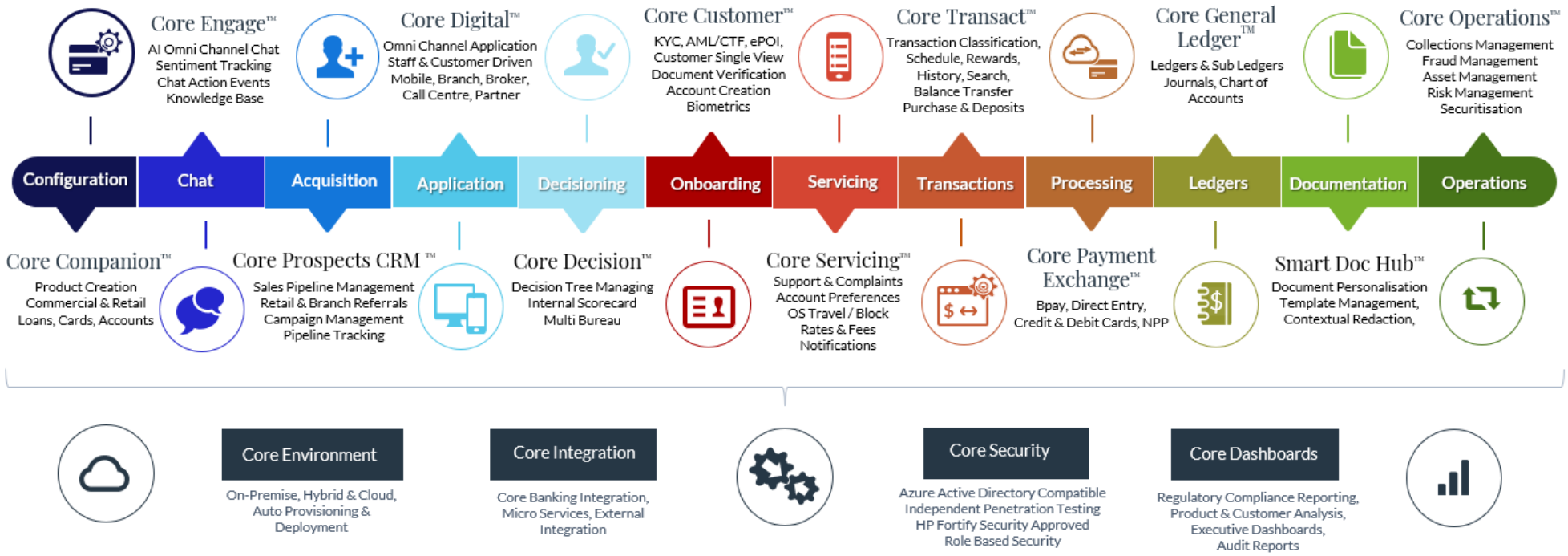
1.3 Core Finance Modules



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2 Application

2.1 Core Companion ™

Easily create, configure, deploy and manage products

- ✓ Offload complete Production Definition, Configuration and Process Execution
- ✓ Manage Product and Arrangement data in Core Companion (and sync to support other bank processes)
- ✓ Track activity by regular (or real-time) transaction feeds/triggers from the Legacy Core
- ✓ Constantly review and update the expected/scheduled future events - allowing rich and timely actions and events to be triggered
- ✓ Grow and evolve integration over time (progressive transition of responsibility for different types of information to Core Companion)

Configure multiple products

Easily configure new products with individual product rules.

All products are managed in the same Core Finance instance.

2.2 Core Prospects ™

Automate your sales pipeline while storing everything in one place.
Easily refer prospects between relevant staff, branches and brokers.

- ✓ Refer deals between branch/broker
- ✓ Track referrals (leads/opportunities/activities etc)
- ✓ List view
- ✓ Excel exports
- ✓ Team performance overview with drill down functionality

Manage leads for all your products

Create and track leads, for all products, in a centralised location.

Core Finance manages all CRM data in one instance; no need for multiple implementations or platforms

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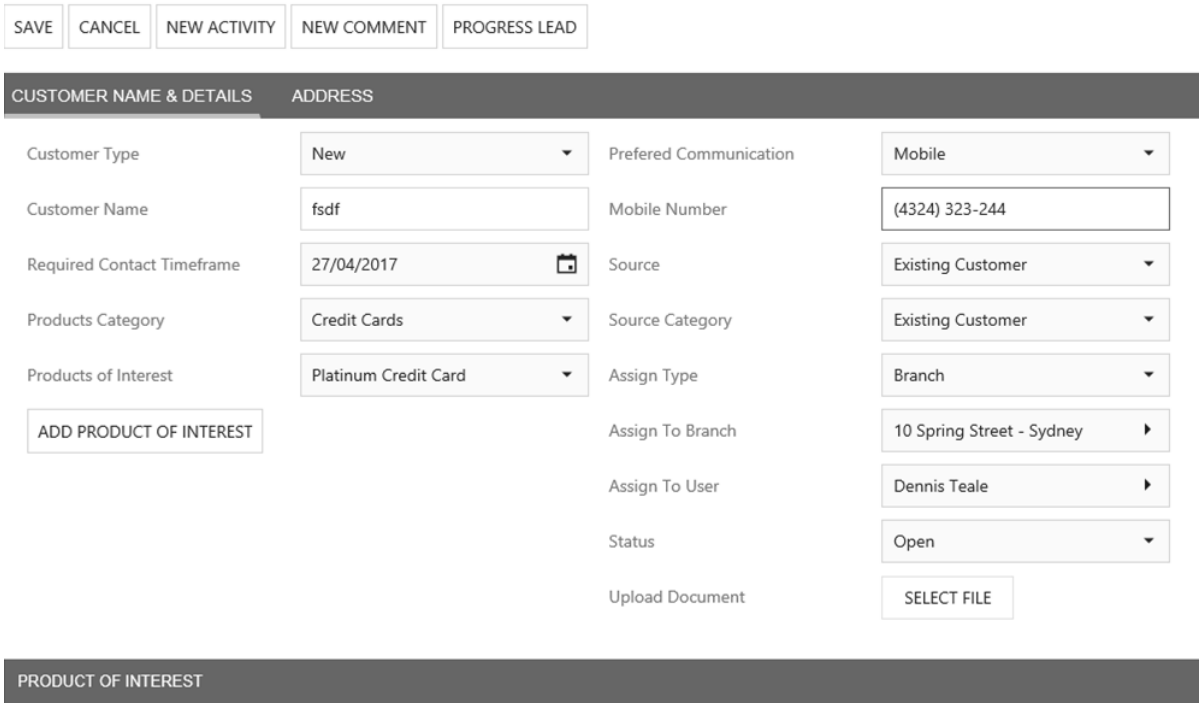

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2.3 Core Digital ™

Manage product applications from every channel in one place with real-time statuses and full audit trails. Pre-populate customer details using 3rd part data sources.

- ✓ Omni-channel web-based applications – all channels and devices
- ✓ Broker/staff/call centre/branch capable
- ✓ Field validations – mandatory and character/length restrictions
- ✓ Automated document generation
- ✓ Full audit trail details

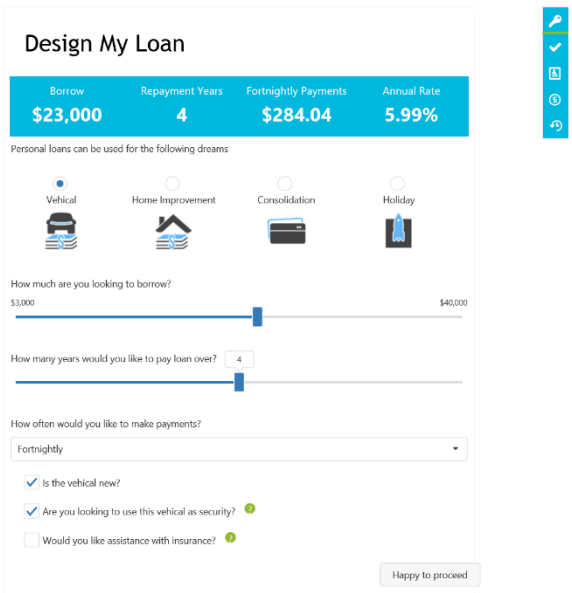
Apply for multiple products

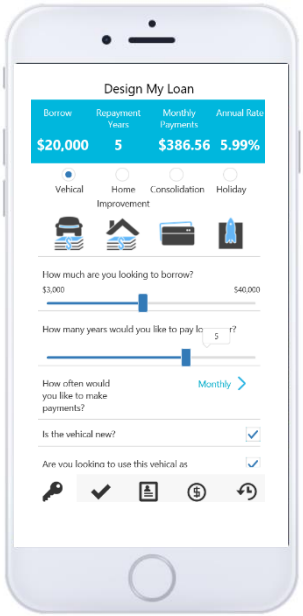
Configure a unique application experience for each product.

Core Finance manages all product application experiences in one instance; no need for multiple implementations

2.3.1 Retail Applications

- ✓ Home loans, credit cards, personal loans, equipment finance
- ✓ Pre-populate data for existing customers
- ✓ Automated income verification
- ✓ Real time status updates
- ✓ Customer 2-factor authentication (SMS validation)
- ✓ Natively communicates with Smart Doc Hub document management system





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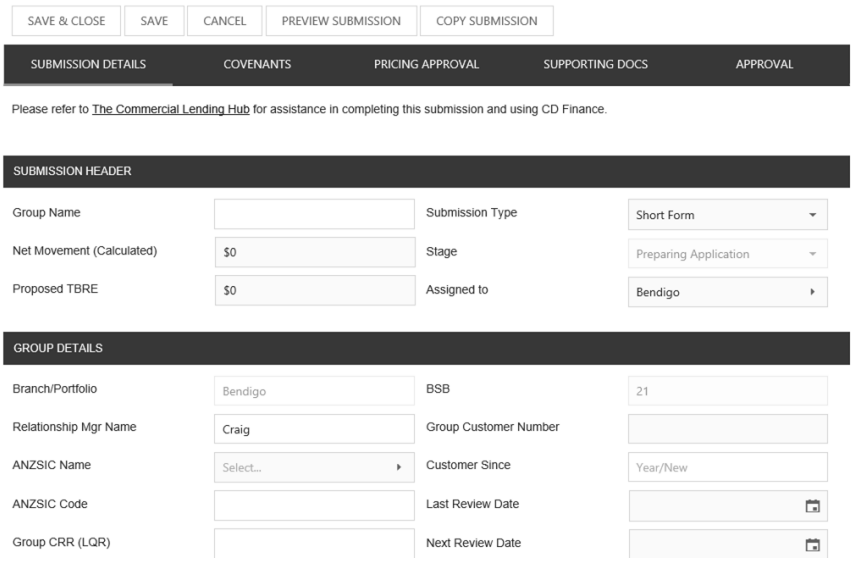
2.3.2 Commercial Applications

- ✓ Submission, pricing approval, credit approval and commercial documentation requests
- ✓ Create, edit, manage, and optimize credit submission forms
- ✓ Monitoring, tracking, reporting
- ✓ Covenant lifecycle management



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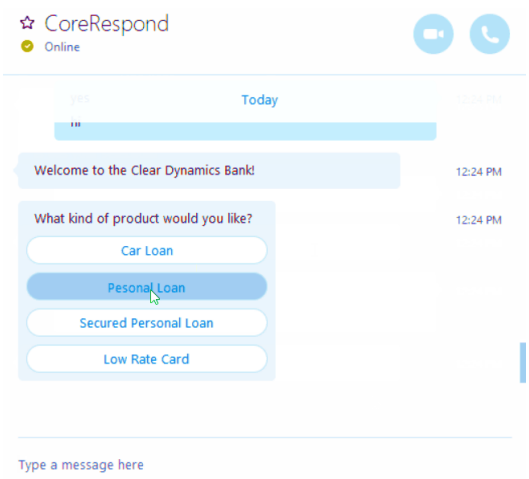
2.4 Core Engage ™

Communicate with customers in real time, on any device, using Chatbots. Embed it at any customer touch point.

- ✓ Available on Smart Phone, Tablet or PC
- ✓ Guide conversations based on product or workflow
- ✓ Interactive actions within the chat interface
- ✓ Leverage institution-specific metadata terminology
- ✓ Leverage website FAQs



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2.5 Core Decision ™

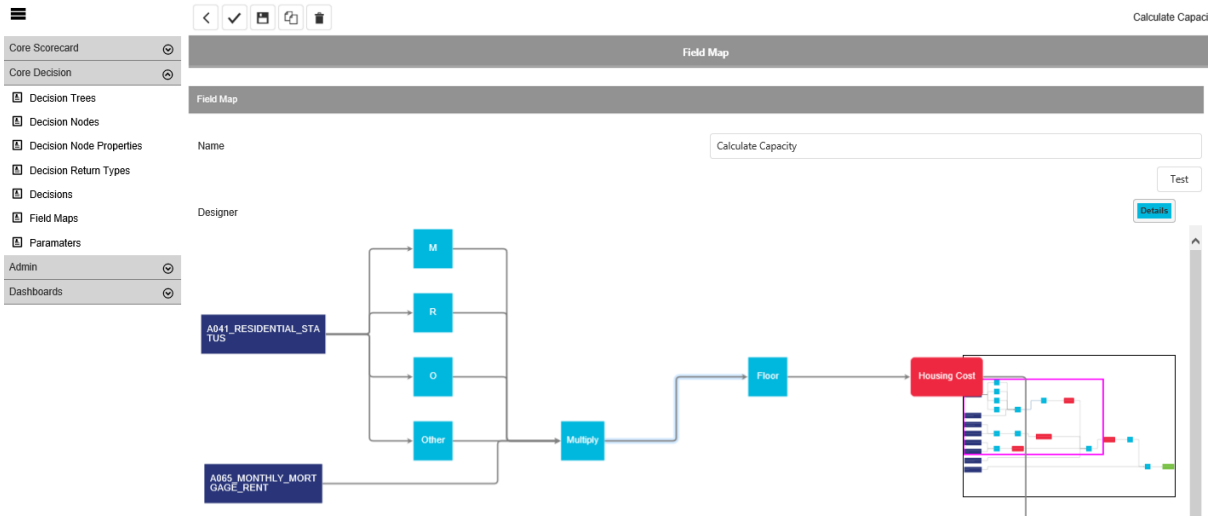
Choose the right customers using credit assessment tools. Modify lending policy or application processes without involving IT.

- ✓ Credit risk scoring – use risk-based ratings to create dynamic interest rates
- ✓ Automated decisioning process based on custom policies/rules
- ✓ Ability to modify decisioning policies/rules – no coding required
- ✓ Supports multi-bureau calls
- ✓ Integrates with historical and third-party data sets
- ✓ Ability to pre-evaluate customers (before bureau calls)
- ✓ Visualise the decisioning process using decision trees (eligibility)
- ✓ Visualise application outcomes using data modelling using field maps
- ✓ Visualise complex calculations using field maps (capacity and serviceability)

Decisioning for multiple products

Master multiple scorecards & decision trees for each product and customer type

Core Finance manages all product decisioning in one instance; no need for multiple implementations or platforms



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3 Onboarding

3.1 Core Customer ™

With single view of customer, enable your staff to access and manage customer accounts, applications, servicing details, bureau calls and documents in one place.

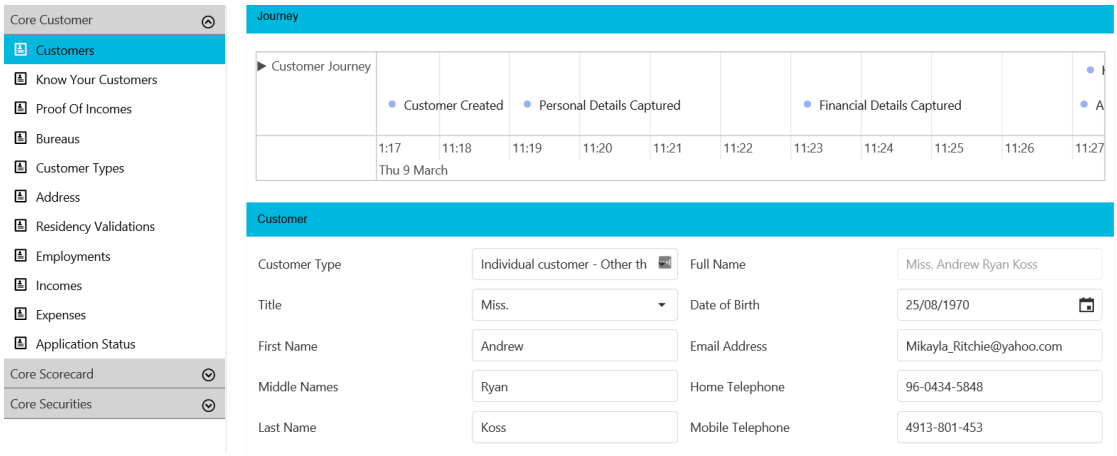
3.1.1 Customer Journey

- ✓ Visualisation of customer events by time (onboarding events, application timelines)
- ✓ Batch reporting on overall trends
- ✓ Flag suspicious behaviour
- ✓ A/B tracking
    - Champion challenger application flow
    - Channel performance comparison

Onboard customers once for multiple products

Onboard customers once, regardless of the number of products or applications.

Core Finance manages all customer products and data in one instance.



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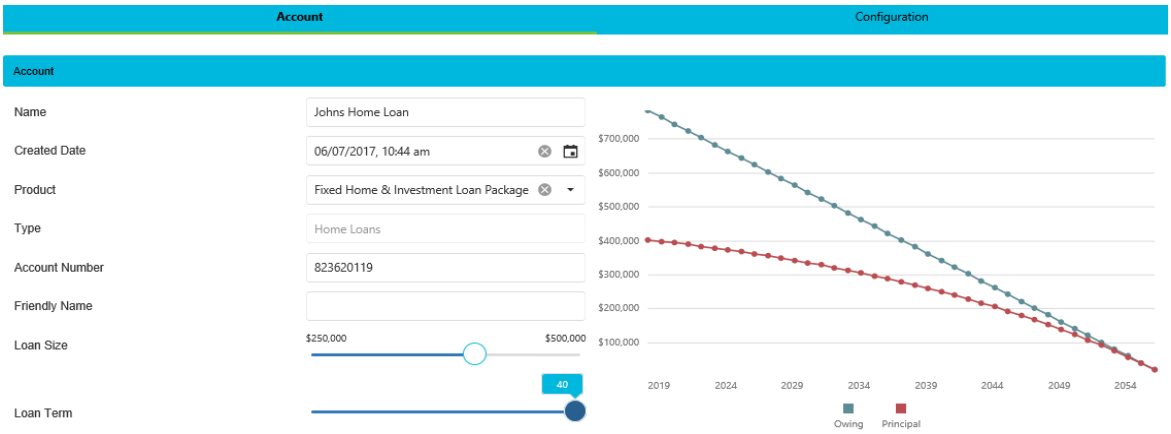
3.1.2 Account creation

- ✓ Master multiple account arrangements
- ✓ Real-time visualisation of repayment schedules (based on configurable loan variables)



3.1.3 AML/CTF policy

- ✓ Relevant customer AML/CTF AUSTRAC "Safe Harbor" policy automatically embedded into customer onboarding
- ✓ Supports compliance with AUSTRAC AML/CTF regulatory requirements

Australian Government
AUSTRAC

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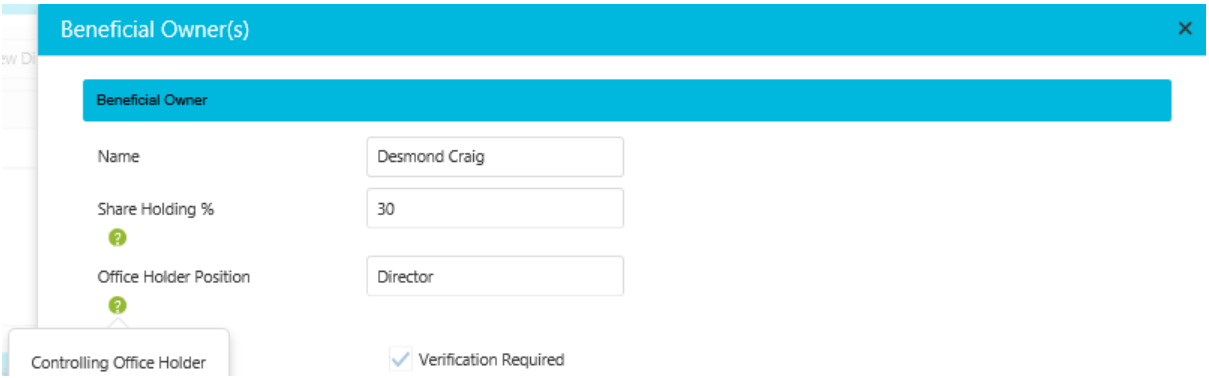
3.1.4 Beneficial Ownership

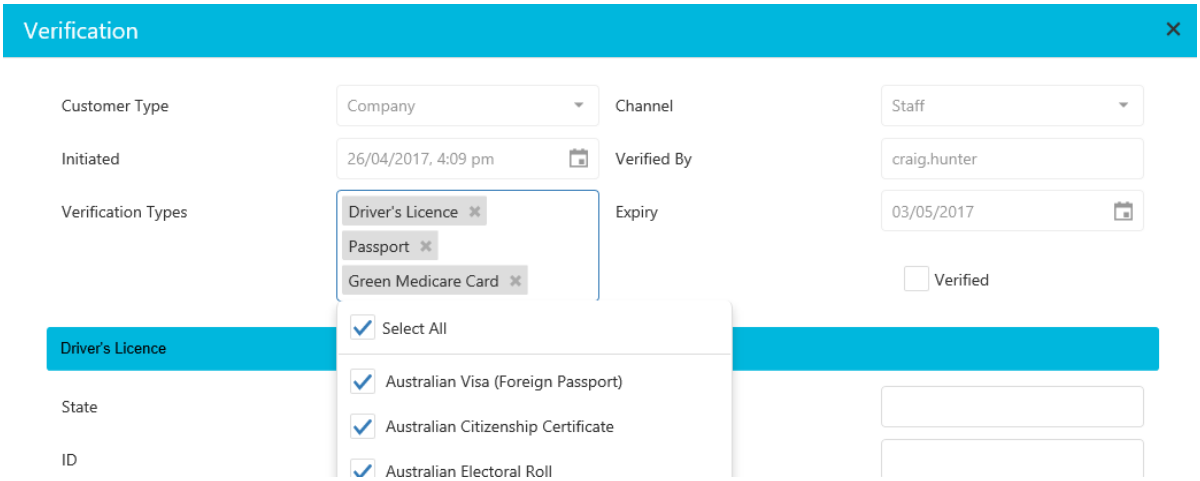
- ✓ Ensure AUSTRAC policy compliance when onboarding companies
  - Identifying 25% shareholding &/or named office holders
  - Automatically trigger Day 2 PEP workflow



3.1.5 Document Verification Service

- ✓ Live verification of all document types provided by the Council of Australian Governments' National Identity Security Strategy DVS

Australian Government
Attorney-General's Department
DVS DOCUMENT VERIFICATION SERVICE



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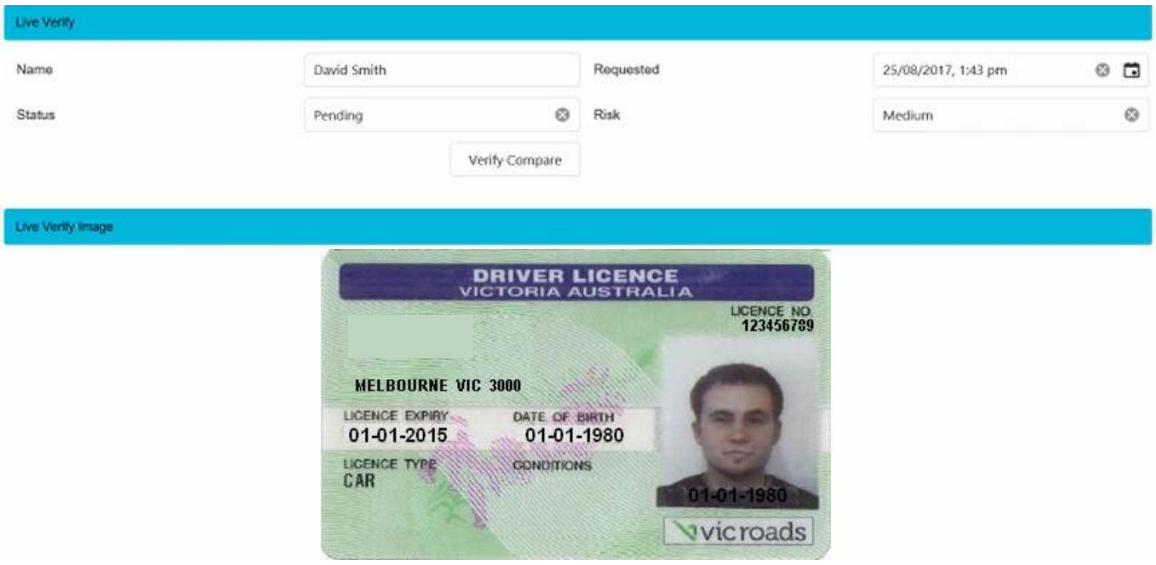
3.1.6 Live Verification

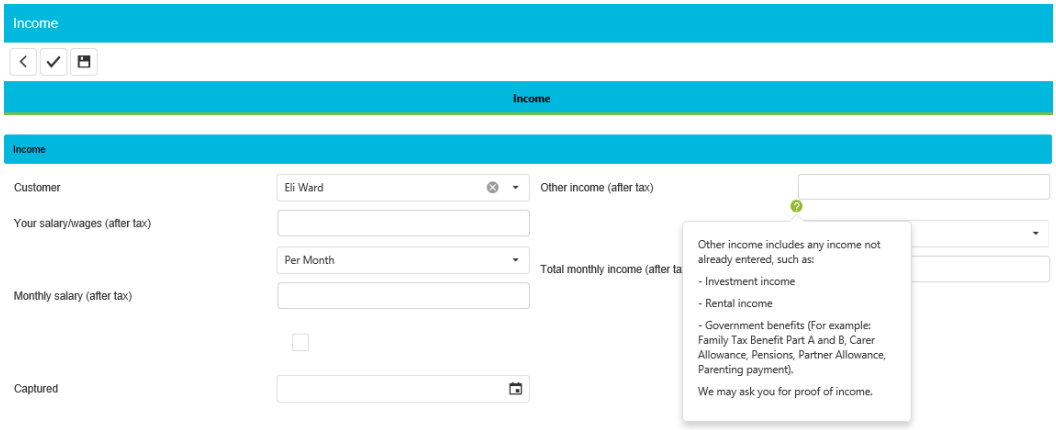
- Leverage machine learning to achieve live verification of a customer's image
- Enables back-of-house staff to detect, identify, analyse and distil faction information enhancing the KYC and AML/CTF process



3.1.7 Serviceability

- Internal score
- Customer proof of income
- Expenses
- Employment
- Pre-configured multi-bureau call history (e.g. PPSR, Equifax)

PPSR Personal Property Securities Register



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3.1.8 Single View of Customer

- ✓ Powerful customer analytics
- ✓ Market segmentation
- ✓ Supports compliance with APRA ADI Prudential Standard APS 10.

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3.2 Smart Doc Hub ™

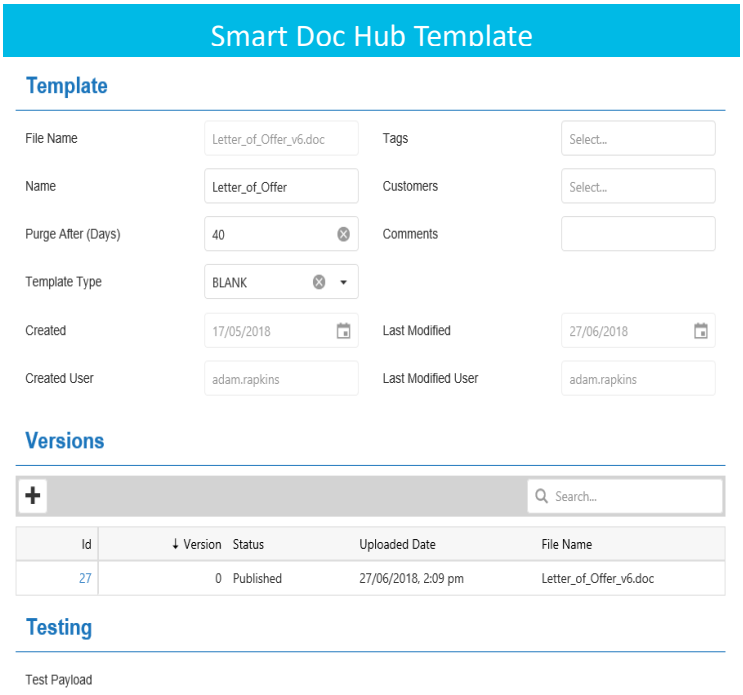
Create personalised documents for your customers using templates.

- ✓ Create document templates
- ✓ Automatically generate loan documents
- ✓ Automatically generate branded and standard contracts
- ✓ Store, search and collaborate on document templates
- ✓ Capture, store and manage documents
- ✓ Search any document type by document content
- ✓ Physical security of critical data
- ✓ Enable authorized team members to access documents from anywhere at any time
- ✓ Document redaction of sensitive information (tax file number, credit card number etc.)

Configure contract templates for multiple products

Create and modify multiple product specific templates.

Core Finance manages all products in one instance; no need for multiple implementations or platforms



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4 Servicing

4.1 Core Servicing ™

Give customers the ability to alter preferences across multiple accounts, provided feedback and/or secure their accounts online. Enable customers to manage their account details in one place.

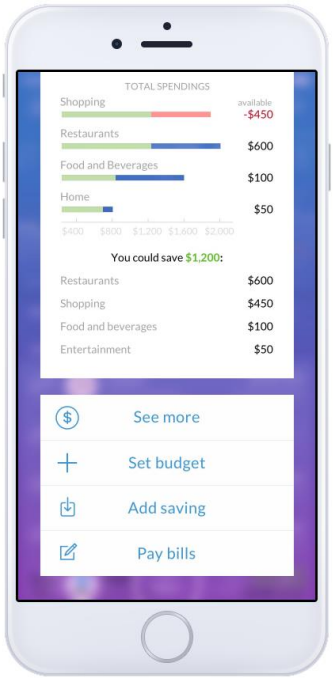
Service multiple products

Create one view for all accounts and products.

Core Finance manages all products in one instance; no need for multiple implementations or platforms

4.1.1 Customer View

- ✓ Ability for customers to update account preferences
- ✓ Automatic login for customers
- ✓ Multi-account view – all accounts in one place
- ✓ Block/unblock cards
- ✓ Lodge complaints



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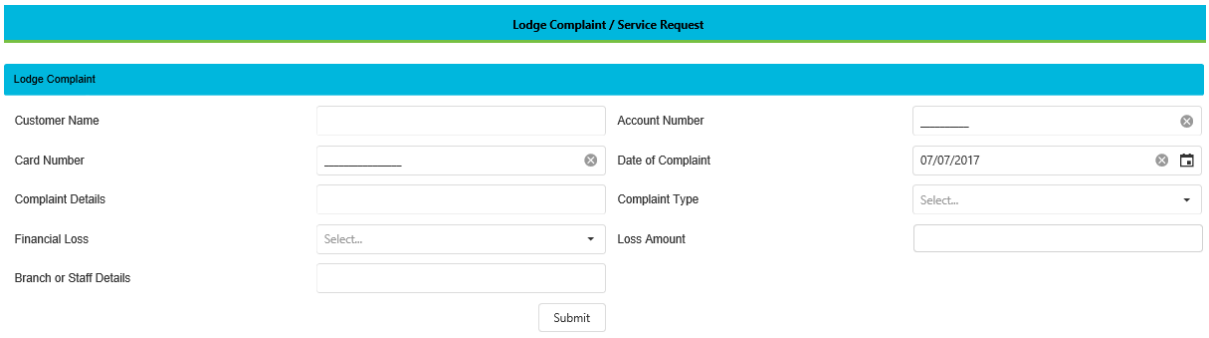
4.1.2 Staff View

Enable staff to service customer accounts over the phone or in branch.

- ✓ View of customer – details and all associated accounts
- ✓ Customer account audit trail
- ✓ Filtering/sorting options for search results
- ✓ Complaints management
- ✓ Report lost cards
- ✓ Block cards
- ✓ Request new PIN



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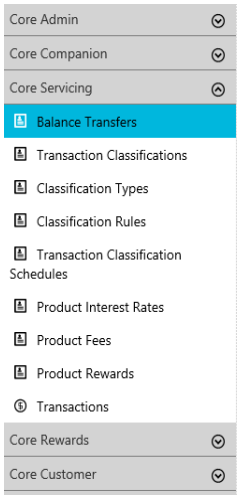
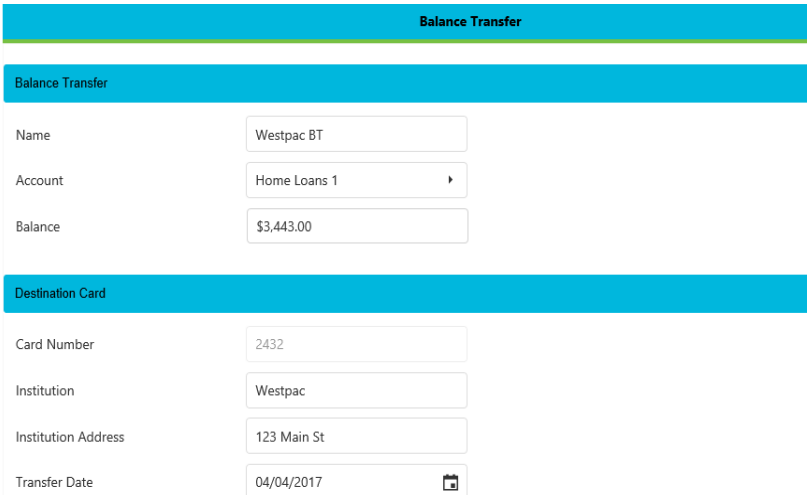
4.2 Core Transact ™

Manage, schedule, update, classify and search for all transactions in one place.

- ✓ Complete balance transfers – PCI complaint
- ✓ Support scheduled and recurring payments
- ✓ Manage payments from a centralized place
- ✓ Facilitate intuitive money transfers of varying types
- ✓ Orchestrate purchase creation
- ✓ Create and update purchase transactions
- ✓ Classify transactions
- ✓ Search for purchase transactions
- ✓ Report data extracts for downstream systems
- ✓ Provide data extracts to Excel
- ✓ Allocate points to rewards programs (internal and external)





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4.3 Core Payment Exchange ™

Easily perform batch fund transfers between your customers and suppliers. Process payments either real-time, multi-day or overnight.

- ✓ Inbound & outbound payment processing
- ✓ Credit / debit processing for customer accounts
- ✓ Stop or return rules
- ✓ Returns processing
- ✓ Payments exception case management
- ✓ Payment schedules
- ✓ Extracts for reconciliation and general ledger
- ✓ Core banking integration

4.3.1 Current & Roadmap

- ✓ Interbank Transactions - pay anyone / direct debits
- ✓ APCA (Australian Payments Clearing Association)
- ✓ BECS (Bulk Electronic Clearing System)
- ✓ BPay
- ✓ Credit / Debit Card payment,
- ✓ EFTPOS / Visa / Mastercard
- ✓ NPP – real-time bank to bank payments*
- ✓ SWIFT – international supported payments messaging network*
- ✓ Crypto-currencies (and other future blockchain capable products e.g. energy) *
    - o *Roadmap

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5 Operations

5.1 Core Collections ™

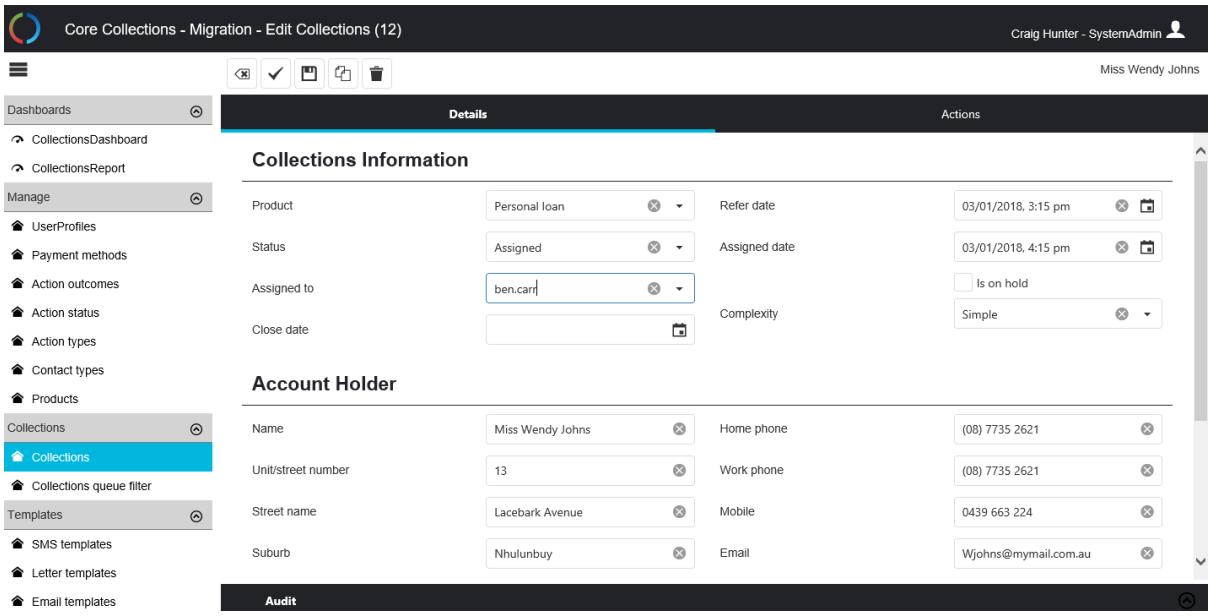
Streamline and automate collections with a centralised, efficient and consistent workflow.

- ✓ Automate all standard outbound collection letters, SMS and other customer reminders
- ✓ Prioritise actions based on urgency
- ✓ Compare historical agreements with real time transaction history
- ✓ Conduct risk-based collection strategy based on customer behaviour
- ✓ Utilise staff based on their experience
- ✓ Automate follow-ups, record notes for exception handling and referrals
- ✓ Automatically maintain up-to-date customer contact information
- ✓ Highly configurable reporting

More than one product?

Manage all collection workflows centrally, regardless of product.

Core Finance manages all products and data in one instance; no need for multiple implementations or platforms



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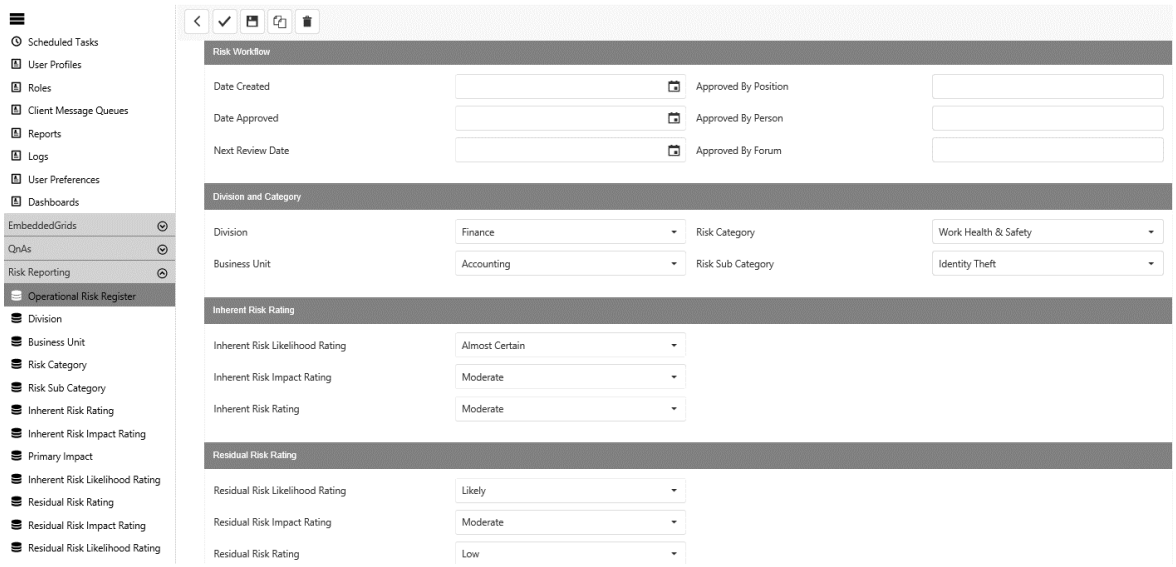
5.2 Core Risk Management ™

Instantly identify and capture risks to you and your customers with automated alerts and case management.

- ✓ Easy reporting of incidents or risks
- ✓ Automated alerts and escalation workflow
- ✓ Operational Risk Register
- ✓ Reporting
    - Risk Profile Reporting
    - Incident Register and Reporting
    - Loss Reporting
    - Risk Threshold Reporting
    - Action Reporting



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5.3 Core Fraud Case Management ™

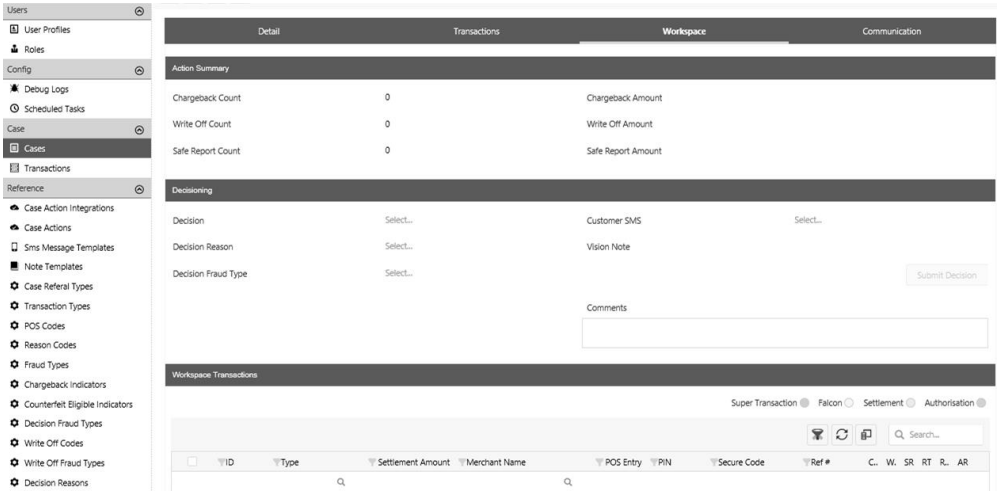
Act fast, with smart queue job allocation, case pre-population and highly configurable workflow processes.

- ✓ Case/workflow queue management
- ✓ Automated case allocation
- ✓ Form pre-population
- ✓ Automated integration with AI fraud detection
- ✓ Automated processing of specific cases
- ✓ Customer claim view
- ✓ Ability to hold/filter new cases
- ✓ Automated SMS notifications
- ✓ User Access management – delegated authority and access levels
- ✓ Reporting on cases, chargebacks, workflow stats

More than one product?

View and manage all cases simultaneously, regardless of product.

Core Finance manages all products and data in one instance; no need for multiple implementations or platforms



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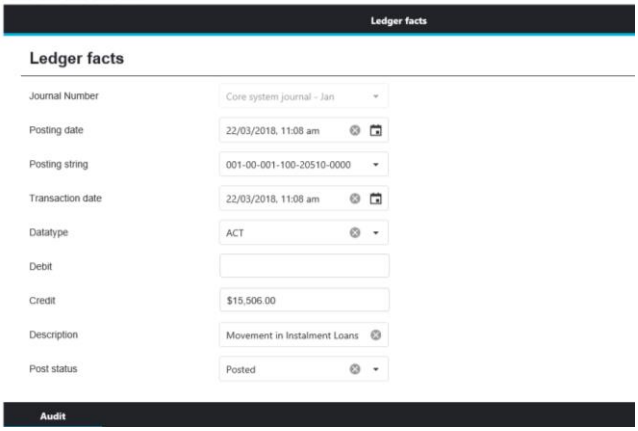
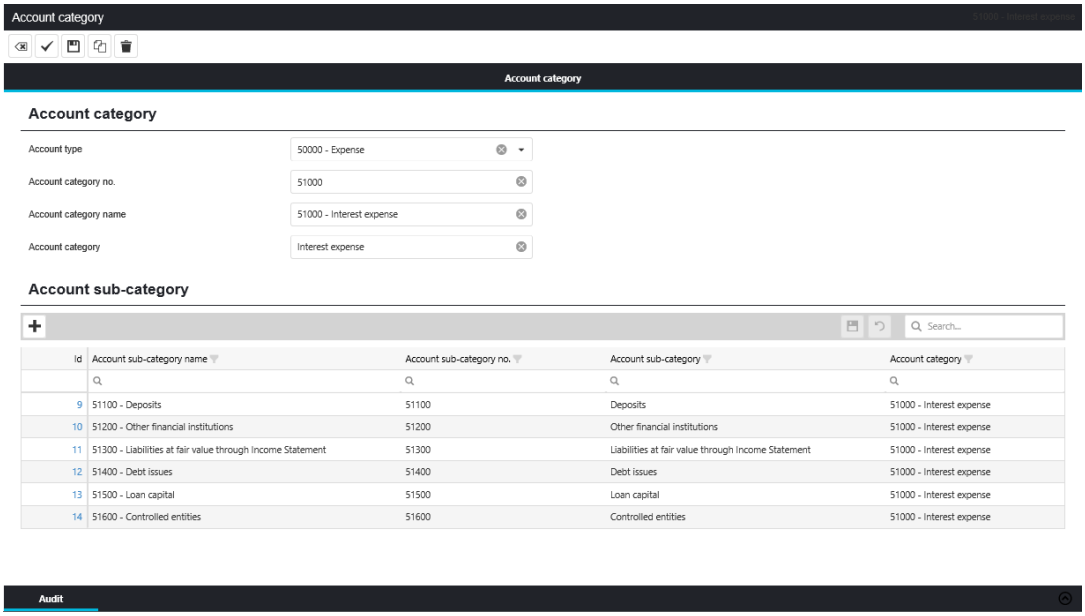
5.4 Core Shadow Ledger ™

Capture and organise all your financial data. Automatically consolidate accounting information for analysis and reporting.

- ✓ Supports journals, balances and ledgers
- ✓ Management of: post strings, data types and journal types
- ✓ Generate highly configurable reports with real-time data
- ✓ Classify accounts
- ✓ Tailor chart of accounts
    - Type, category, subcategory
    - Business unit, department, division
    - Location (region, country, state)
    - Company/group





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5.5 Core Dashboard ™

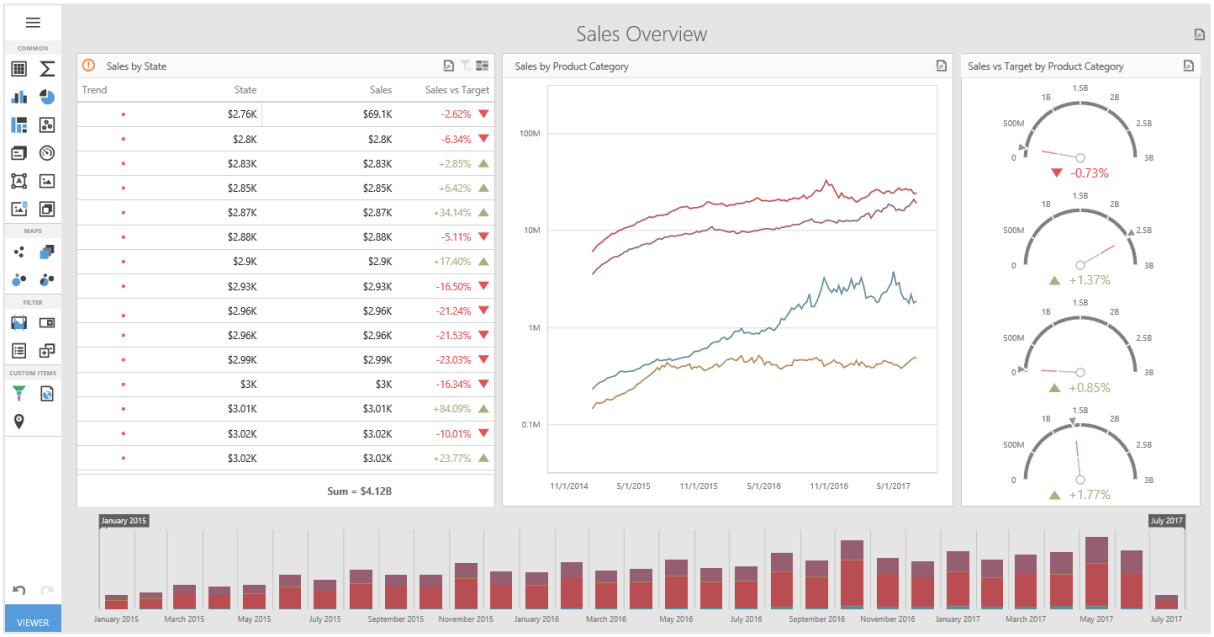
Build personalised dashboards with real-time data. Customise dashboards yourself using drag-and-drop elements. Export reports in any format

5.5.1 Reports/audits

- ✓ Customisable reports/audits – KPIs, applications etc
- ✓ Any data elements
- ✓ Export in excel or XML

5.5.2 Dashboards

- ✓ Customisable
- ✓ Drag and drop design
- ✓ Data wizards
- ✓ Integrated filtering
- ✓ Data transformation tools



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5.6 Core Debt Securitisation ™

Reduce the cost of raising funds by rapidly creating and classify securities. Identify loans attractive to investors faster using automated categorisation.

- ✓ Provides for contractual debt residential mortgages, commercial mortgages, auto loans, credit card debt obligations, other non-debt assets
- ✓ Facilitate selling as securities, pass-through securities and collateralised debt obligations
- ✓ Generation of Daily GL files for all transactions and automatic transfer to specified server locations
- ✓ Ability for the Finance Team to maintain "real-time" within the Source Receivables System
- ✓ Automatic generation of a Daily Interest Pro-Rata report
- ✓ Population Tagging reports with clear identification of loans to "sell" to investors

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6 Core Environment

Choose your environment – Cloud, On-premise, Private Cloud or Hybrid with SaaS, PaaS or Managed Service options. Every deployment uses automated server provisioning enabling any deployment to be regenerated at any time for audit and rollback purposes.

6.1 Cloud strategy

- ✓ Core Finance Managed Service architecture is reviewed and validated by Microsoft Azure specialists
- ✓ Core Finance leverages Azure Resource Manager templates for automated deployment of Core Finance modules during every stage of the lifecycle, including automated updates of MS security templates.
- ✓ Leveraging Azure services includes automated:
    - Load balancing
    - Firewall security
    - Server provisioning
    - Application insights
    - Elastic SQL DB pools
    - 24x7 customer support
    - 100% fully redundant uptime across multiple geo-locations
    - Globally scalable architecture
    - Compliant with financial regulatory requirements e.g.
        - PCI compliance
        - APRA checklist
        - GDPR compliance
        - ASD Protected data certified.

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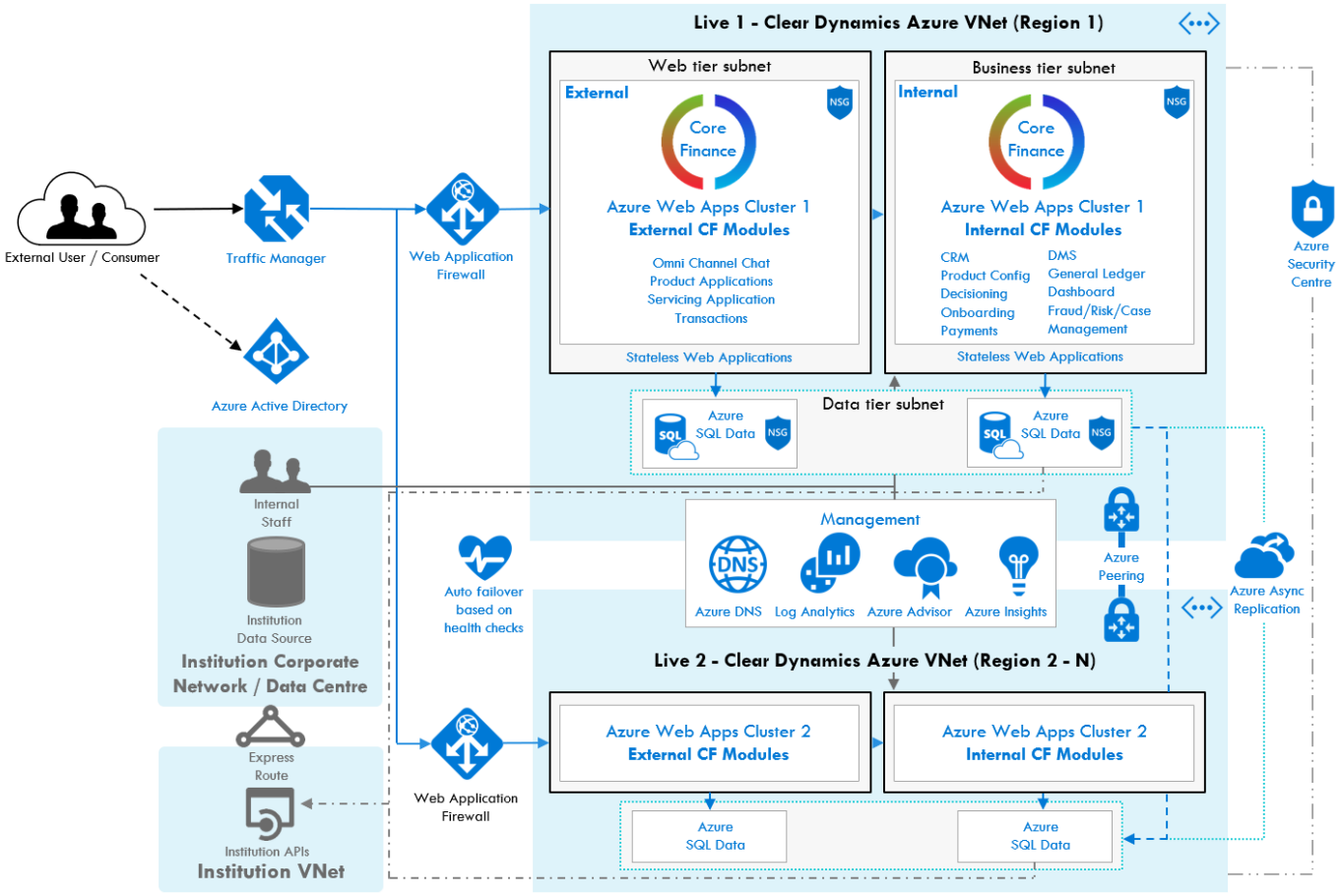
6.2 Reference Architecture (Managed Service)



6.3 Security

We protect your data using agnostic Identity Providers and Authentication services including Hewlett Packard Fortify on Demand independent security reviews and penetration testing.
Core Finance applications natively communicate with Active Directory and Azure Active Directory.

- ✓ Active Directory
- ✓ Azure Active Directory
- ✓ Integrate with OpenID compatible provider
- ✓ HP Fortify on Demand security reviews
- ✓ Separate deployments/instance for each client

Microsoft Active Directory

Azure Active Directory

Hewlett Packard Enterprise

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