

BEYOND THE BRANCH

STEPHEN BUTCHER
PAYMENTS PRODUCT MANAGER
Euronet Software

Functionality vs Platform



'The new norm'

Previous releases focused mainly on adding new features and bringing applications up to competitive par while satisfying client needs.

Industry, international card organizations and local requirements drove market demand

Even before COVID, consumers shunned going to the bank. With COVID going to a branch became less of an option.

Consumers need to do everything remotely, bank from home, use chat bots and leverage video appointments.

These demands are primarily outside the purview of a payment application, but the best user experience leverages all endpoints.

FUNCTIONALITY



Open access by other applications, immediate updating and remote access from anywhere.

Continued investment in the ITM was interrupted, COVID became the catalyst to a new normal beyond functionality.

Planned investment still needed but changed emphasis to a direction of open, immediate, digitization and cloud.

Platform demands veered off functionality and the focus became cloud and modernization.

Platform means the banks total environment: on-premise private and public and cloud as an avenue to modernization.

Platform

- What is 'platform'?

An application, hardware environment, on-prem or cloud?

A hodgepodge of environments and applications needed to provide a seamless engaged consumer experience?

Leveraging of assets across on-prem, private and public cloud that become a super offering?

- Digitization

Cost optimization, agile, the road to a target state.

Not just remote enablement but a new enhanced simplified experience.

- What are you solving for?

A target state's architecture, inclusion and impact of existing architecture, leveraging existing functionality and largely API based .

The opportunity to use existing tried and tested business functions along side newer technology.

Market forces continue to drive the trend of Open Banking adoption in the U.S.



1

**Consumer
Expectations**

67%

are **ready to share
personal data** for
services. ¹



2

**Technological
Transformation**

61%

are interested in
**technology to improve
openness and data
sharing** between
financial institutions. ²



3

**Demand by Data
Receivers**

2B API calls
per month

made across US &
Canada leveraging
**Open Banking in Q2
2021.**³



4

**Supply by Data
Providers (FIs)**

92%

of surveyed U.S. banks
are looking to **use open
APIs to enable Open
Banking capabilities.** ²

¹ RFI Consulting- Mastercard Affluent Millennials Report 2020

² Finastra - Open Banking and collaboration: State of the nation survey 2020

³ Financial Data Exchange Sep. 2021

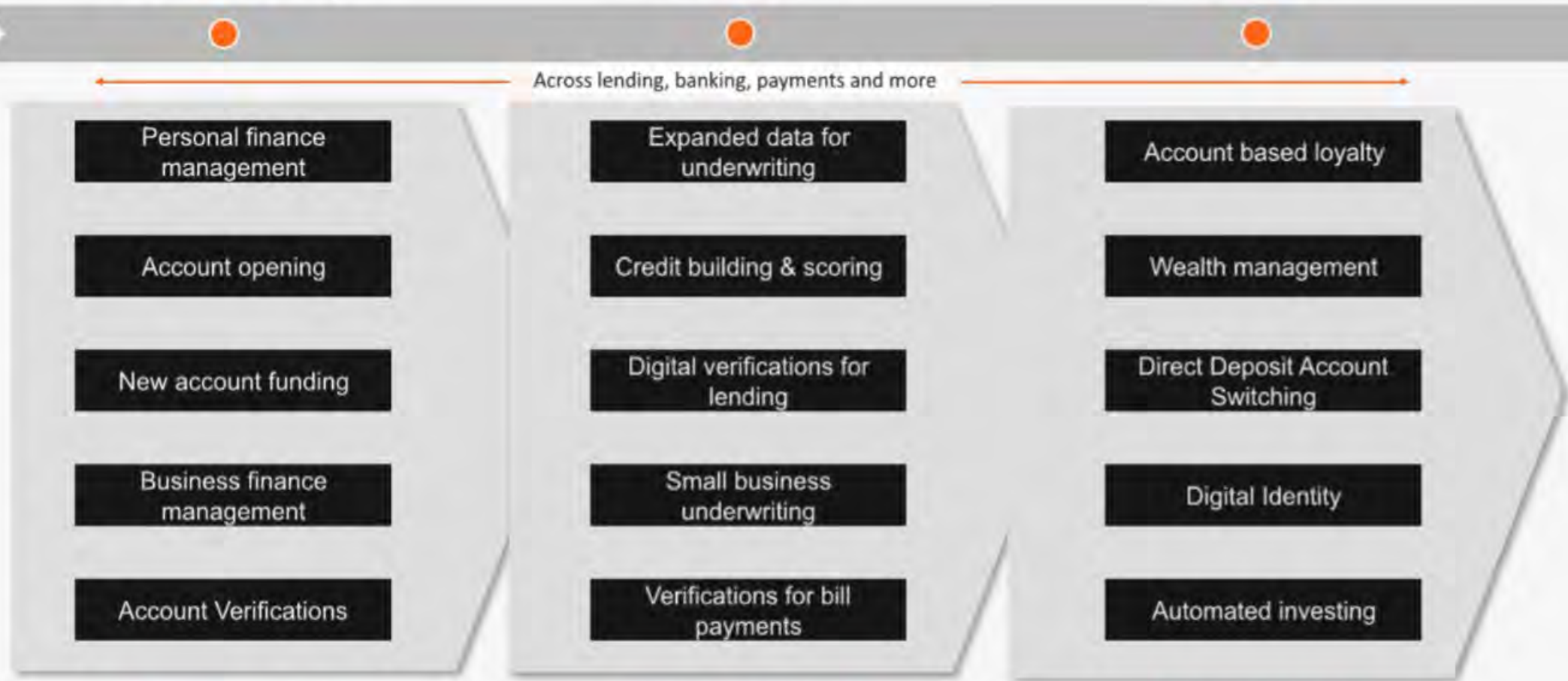


Leveraging Open Banking, our customers can reimagine the way they interact with consumers

Popular Today

Trending Now

In Future



Basic account and transaction aggregation based

Additional intelligence and analytics based

Sophisticated insights, automation based



'A crisis is a horrible
thing to waste'

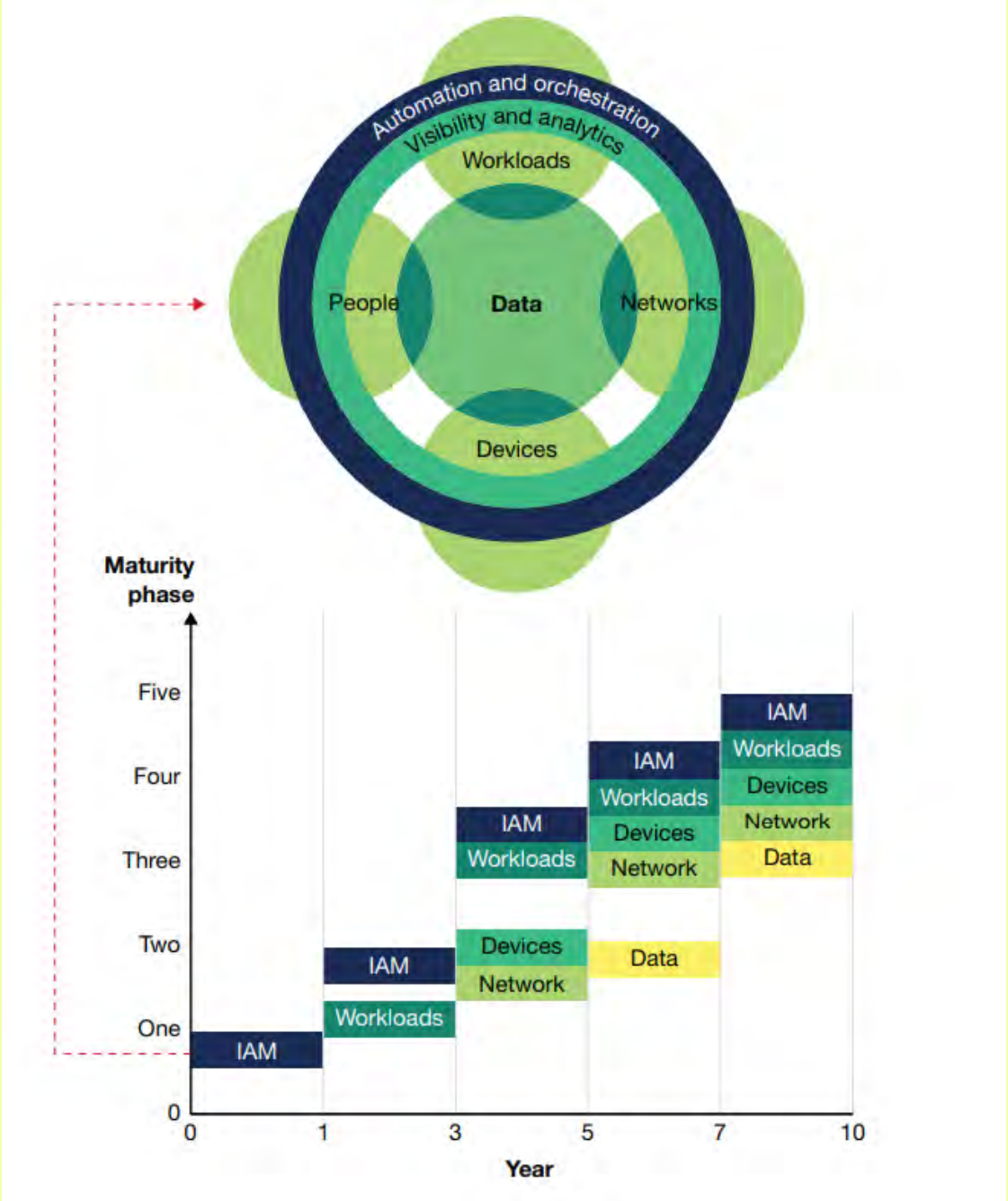
- Payment trends
 - New ecosystems
 - Electronification
 - Changing needs and expectations
 - Using data to provide value and the growing power of data
 - The new credit - BNPL
 - Account to Account growth

Strategy

- A winning strategy needs to incorporate:
 - Flexibility
 - Interconnectivity & integration
 - Fast, real-time decisions
 - Risk predictions with zero trust transactions
 - Growth in BNPL
 - Always connected



Zero Trust Processing









Last 4 releases



335,299 hours



Average 83,825
hours per release



Investment per release
\$2.5M – \$4.1M





Release Highlights
4.4

ITM 4.4 Point Release
Bringing Currency to Life



July 2012



Release Highlights
4.5

ITM 4.5 Point Release
Discover a World of Possibilities



July 2015



Euronet Software Solutions

ITM 4.6 Point Release

Release Highlights

August 2017



ITM 4.7
Release Highlights
July 2019




SOFTWARE



2021 SOFTWARE RELEASE HIGHLIGHTS
Includes ITM 4.8

Continuous improvement

» ITM 4.8 just release

While we continue to add functionality, 4.8 started down the road of preparing us for the new platform need.

New REST web services facilitate remote onboarding of debit, credit and prepaid clients. Merchant onboarding is next.

All user interface screens will be represented by microservices as well.

» From 4.4 to 4.8

Clients need to look at the journey to where we are and not just look for the new stuff in 4.8.

There is path laden with functionality in releases up to 4.8.

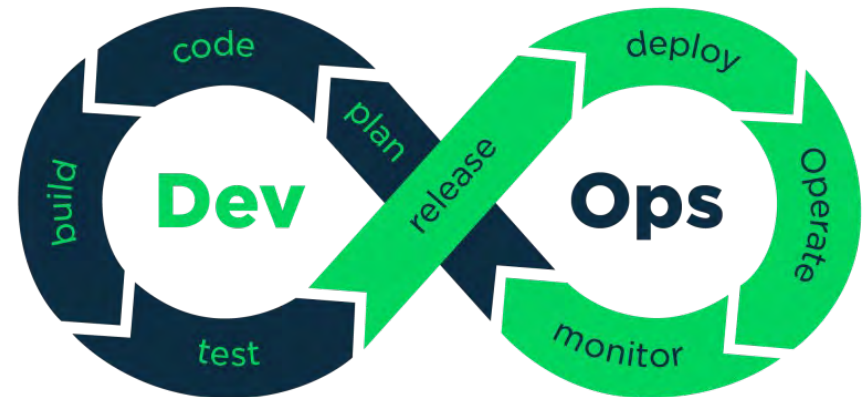
» 4.8 and beyond

- ITM in the Cloud
- ITM sandbox (link)
- APIs, APIs, APIs
- Biometric card
- QR code
- TAP2PAY
- Cryptocurrencies
- REN Integration – ITM modernization



Continuous Integration Continuous Deployment

- Reduce or Eliminate downtime
 - Point Releases
 - Mandate installation
 - New product implementation



ITM Platform Product Plan 2021

VISION Simplify payment acceptance with secure mobility and near zero down-time	GOAL Friction-free payments from initiation to processing	
TARGET GROUP Existing ITM clients Prospects Credit Unions Retailers	BIG PICTURE 2021 focus : Instant – Online, real-time, available Data – Harness data Identity – Biometrics Digital – Digital First Open – Additional RESTful web services Acceptance – POS Bank & sPOS, QR Code Communication – Internal and external	PRODUCT DETAILS Plan enablers: <ul style="list-style-type: none">• Development projects that support the vision• Strategic key client engagements• Focus on mandates and Point Release down-time• Euronet provided Point Release automated test script



Stephen Butcher
Payments Product manager
Euronet Software