

Support Connect Knowledge Series

150th Edition

Celebrating 150 Editions of Knowledge, Innovation and Support Excellence

Special Message from Purna Chander Rao



Purna Chander Rao P

The 150th edition of the Support Connect Newsletter marks a significant milestone in our ongoing commitment to empowering clients through knowledge sharing and continuous learning. Over the years, Support Connect has evolved into a trusted communication campaign for disseminating practical troubleshooting expertise across Products, Modules and Versions.

Each edition has been carefully curated to help our readers deepen their understanding and improve operational efficiency.

This achievement reflects the unwavering dedication of our subject matter experts, whose knowledge, commitment, and pursuit of excellence have ensured that every edition delivers meaningful insights and tangible value to our clients. Their contributions have been instrumental in maintaining the high standards that our readers have come to expect from Support Connect.

One of the most meaningful measures of our success has been the positive feedback and trust we have earned from our clients. Over the years, Support Connect has empowered bank teams with actionable insights to reduce issues and enhance operational efficiency.

More than just a newsletter, Support Connect has fostered a culture of self-reliance and continuous learning among our customers. By equipping readers with actionable insights and real-world troubleshooting knowledge, it has enabled them to maximize the value of their Finacle solutions and drive better business outcomes.

Support Connect Knowledge Footprint



900+
unique users receive
the newsletter
fortnightly

90%
Read the newsletter
regularly and find it
useful

Customers Testimonials

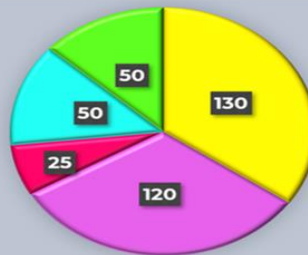
"The information shared on Support Connect is very useful as it provides a quick overview of the scenario and implementation techniques."

It contains comprehensive information and does not take much time to go through. Each version contains different kinds of cases with proper guidance/resolutions, which are easy to adopt."

Sandesh Raj Bhattarai
Nabil Bank, Nepal

"The newsletter has been instrumental in helping us understand the functionalities with clarity. Each edition has been a learning experience, unveiling new insights into many features and capabilities of Finacle that we were previously unaware of."

Febin John
CBS Team, Federal Bank



- Core Banking
- Online Banking
- CRM
- FSC Updates
- Troubleshooting Documents

As we celebrate this landmark 150th edition, I would like to extend my heartfelt appreciation to our readers. Your engagement, trust, and support have made this series a cornerstone of Finacle's knowledge-sharing ecosystem. We look forward to continuing this journey together, delivering insights that empower, inform, and create lasting value for you!