

## A Note of Gratitude

Hello Everyone,

I am extremely proud to inform you that the **Finacle Support Connect Knowledge Series** has completed 100 editions!

What started as a knowledge-sharing initiative in early 2020 has turned into the longest continuous customer communication from Finacle Global Support. Each edition was put together with meticulous detail by a panel of Subject Matter Experts providing valuable tips, solutions to commonly seen issues, knowledge bytes, and the latest updates to the one-stop portal Finacle Support Center.

A huge thank you to our expert panel for their diligence, attention to detail, and hard work. They made sure each edition kept the readers engaged and covered a wide variety of topics. To our customers, we appreciate your feedback – it fuels our commitment to providing valuable content in every edition.

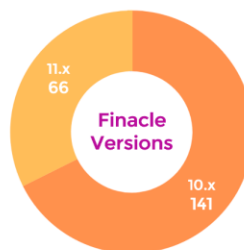
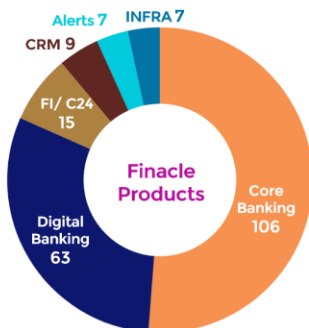
This edition will give you a snapshot of the knowledge shared over 99 editions. It also features testimonials from a few esteemed clients. **The Finacle Support Connect Knowledge Series** will continue to provide our customers and partners with even more timely insightful knowledge bytes in the future.

See you in the next edition!



**Purna Chander Rao**  
Head, Global Support, Finacle

## A Snapshot of the Articles



147

Articles covering knowledge resources available on the **Finacle Support Center**

## Testimonials From Customers

"The Support Connect Knowledge Series has been immensely beneficial in problem-solving Finacle-related issues. The Team is very helpful, and we are getting a good response from the Support team which has helped us to strengthen our Knowledge of Finacle-related issues and troubleshooting processes.

The series has been instrumental in enhancing our proficiency in handling issues and optimizing our usage of the system for better operational efficiency."

**Binayak Rimal**  
Citizens Bank International Ltd.  
Kathmandu, Nepal

"Dear Team,

Congratulations to the team for reaching the incredible milestone of 100 editions of the newsletter!

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

"We sincerely Thank the Infosys - Finacle Support Team for sharing valuable developments through the Finacle Support Connect Knowledge series email. Publishing enhanced features in existing as well as upgraded Finacle versions helps us to know about the new functionalities. Which immensely helps us stay connected with the latest trends in the Industry."

**Santosh Kumar Sahu**  
ITD-FCG, IDBI Bank Ltd

"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

"It helped us a lot to understand Finacle better, what's new, and what can be applied to Finacle to make it better. It improved our team's performance."

**Satheesh Murugan**  
I&M, Tanzania

"We find Finacle Support Connect a source of valuable information on key functions of the Finacle Core Banking system. The newsletter helps in utilizing the software more efficiently and effectively as it gives concise and precise explanations. Looking forward to disseminating Finacle knowledge via this across functional and IT teams in our all geos."

**Sayyad Khodabocus**  
First Capital Shared Services, Mauritius

What would you like to learn about? Tell us at [finaclesupport@edgeverve.com](mailto:finaclesupport@edgeverve.com)