

Happy New Year 2026

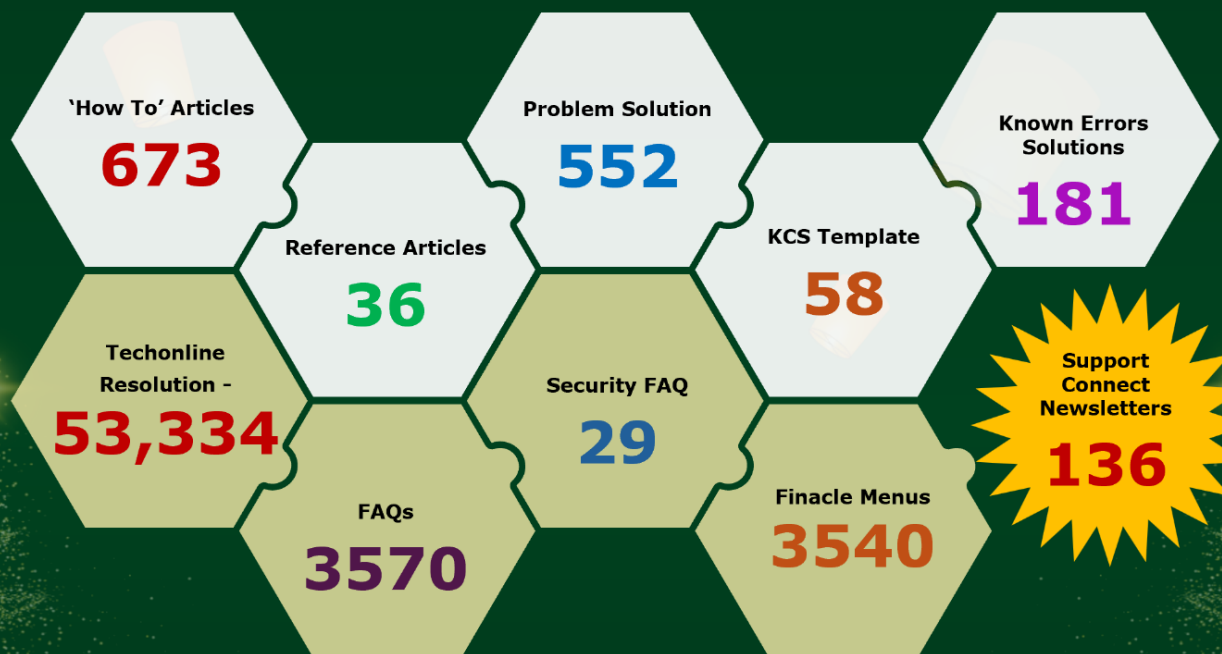
SUPPORT CONNECT KNOWLEDGE SERIES

Welcome to the Annual Edition of Finacle Global Support Connect Knowledge Bulletin! This Newsletter series offers solutions for common challenges, share valuable tips, provide knowledge bytes, and keep you updated. In our ongoing effort to simplify the troubleshooting experience for our clients, the Finacle Support Center portal contains a treasure trove of Knowledge Resources and artifacts to help you unlock the full potential of Finacle!

This special edition will show the vast repository of knowledge available and also give you insights from a few clients who have been using the FSC portal.

We wish you and your family a prosperous New Year 2026 Happy Reading!

FSC KNOWLEDGE ARTIFACTS



CUSTOMER TESTIMONIAL

I wanted to take a moment to express my heartfelt gratitude for the incredible work you have been doing with the Finacle Support Connect initiatives. These initiatives have been truly instrumental in helping us uncover unknown capabilities, gain a deeper understanding of system features, and make the most of the latest advancements in Finacle (Core/MB/IB/Treasury).

The continuous exchange of knowledge and insights has significantly enhanced our TAT in terms of operational support. The ability to stay aligned with evolving features and innovations has given us a competitive edge, ensuring that we remain agile and future-ready in a rapidly changing environment. Their relentless commitment to driving this initiative forward has created a culture of learning and innovation that benefits the entire organization. It is through such sustained efforts that we are able to transform challenges into opportunities and translate knowledge into measurable impact.

The success of Finacle Support Connect stands as a testimony to the team's vision, hard work, and unwavering focus on enabling operational excellence.

Thank you once again for your outstanding contributions.

- **Ragavan Raju**

**IT Manager, Core Systems & Operations - Information Technology
BANKONE**

I would like to take this opportunity to express my sincere appreciation to the Finacle Support Team and you for their consistent efforts and continuous support.

The "Finacle Support Connect" contributions have been invaluable in helping us explore previously unexplored functionalities, understand new features, and leverage the latest enhancements available in Finacle.

This knowledge sharing has significantly strengthened our overall efficiency. Thank you and for the entire team for their dedication and commitment towards this initiative.

- **Ahmed Hosny**

**Head Of Banking Applications
EBANK**

The revamped Finacle Support Center is now accessible through these URLs. Bookmark them for easy access and login!

- **Customer Access and Login:** <https://support.finacle.com>
- **Finacle Knowledge Center:** <https://docs.finacle.com/en/signin>

What would like to learn about?

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