TELUS Managed Retail Banking
We manage your IT – you focus on your business.

For financial institutions downtime is not an option, but it can be a strain on your resources to maintain, monitor and manage servers, applications, and networks necessary for profitable business operations. TELUS Managed Retail Banking (MRB) leverages proven financial industry expertise in infrastructure, core banking applications and operations management to deliver reliable and effective monitoring, management and maintenance for all core banking services.

Skilled technical staff is vital to the success of your business but can be budget-intensive. TELUS MRB delivers value-added technology outsourcing, built on decades of experience with hosting and managing Wealthview Banking™ and Ovation™ core banking systems, to help you identify and implement strategies for improved efficiency and cost savings.

Wealthview Banking is a customer-centric, high-performance core banking system from Fiserv used by TELUS’ financial institution clients for deposits, payments, and consumer lending applications, with real-time transaction processing and integration across multiple delivery channels including branch, ATM, telephone, Internet banking and wireless portals.

It’s all a question of focus

Efficiency comes with focus – the ability to concentrate on your core business and strategic interests, without getting bogged down in everyday tasks.

TELUS MRB services will help your financial institution reduce total cost of ownership, control monthly costs, and enhance service assurance by:

- ensuring the reliability and effectiveness of your core banking infrastructure
- minimizing the effects of staff turnover or loss on IT
- stabilizing network costs
- outsourcing non-core functions and focusing on key business strategies
- reducing risk in the IT environment to minimize business impacts of security threats

With our highly trained team, secure Canadian data centres nationwide, and as one of Canada’s largest telecommunications companies, you are assured of reliable managed IT solutions.
TELUS delivers value-added information technology outsourcing services that fundamentally enhance your abilities to achieve your business objectives. We start by learning your business – inside and out – then we identify strategies to improve efficiency and drive cost savings.

**TELUS Managed Retail Banking**

<table>
<thead>
<tr>
<th>Infrastructure Management</th>
<th>Professional Services</th>
<th>Operations Management</th>
<th>Application Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data centre facilities and operations</td>
<td>QA Operational Support – operations testing and support</td>
<td>Batch Operations – plan and schedule automated batch processes</td>
<td>Enhancements – design, develop, and test new application features</td>
</tr>
<tr>
<td>Interface network and server monitoring and management</td>
<td>Conversion and Implementation – develop, implement and support system migrations</td>
<td>Problem Management</td>
<td>Problem Maintenance – diagnose and correct faults within the software code or data</td>
</tr>
<tr>
<td>Configuration and change management</td>
<td>Requirements Analysis – respond to changes with design alternatives and cost estimates</td>
<td>Performance and Capacity Management – monitor server and network utilization and capacity and recommend upgrades when required</td>
<td>Performance Tuning – implement processes and solutions to reach target performance metrics</td>
</tr>
<tr>
<td>Database management services</td>
<td>Wealthview Banking Developer Kit (WBDK) Support – service pack development and implementation for regulatory and technical compliance</td>
<td>Infrastructure Design – design application / server architecture to meet your needs (i.e., processing performance, availability, scalability, fault tolerance and financial requirements)</td>
<td>Build and Release Management – control the source code and documentation repository</td>
</tr>
<tr>
<td>Third party hardware maintenance</td>
<td>Project Management – leading core banking solutions implementation</td>
<td>Incident Management</td>
<td></td>
</tr>
<tr>
<td>Data storage</td>
<td></td>
<td>Optimizing Operational Efficiency – operational processes and performance tuning</td>
<td></td>
</tr>
<tr>
<td>Business continuity and disaster recovery program</td>
<td></td>
<td>24/7/365 support</td>
<td></td>
</tr>
</tbody>
</table>

Check out our comprehensive portfolio of payment and lending solutions that connect lenders and financial institutions to their customers across Canada.

**Assure Pay**
- Bill Payment
- Funds Transfer
- Remittance
- Tax Filing

**Payment Solutions**

**Assure Pay Web Portal**
- Assyst Payment
- Assyst Real Estate

**Managed Retail Banking**

GET THE BEST FOR YOUR BUSINESS.
Do more with TELUS solutions. Connect with us today and we’ll show you how.
Call 1-888-709-8759 or visit business.telus.com/enterprise/payment-solutions