



# Products & Agreements – ultimate flexibility

**If banks had only 'standard' clients, they'd only need 'standard' products. The reality is a lot tougher to deal with. Product management may well design the perfect payments product. But IT says that implementation is difficult and will take longer than you thought. When you eventually get it to market, the sales team will bend over backwards to meet customers' demands – and sell a multitude of slight variations on the theme. And the operations team gets to pick up the pieces! At last, there's an answer – one that gives you total flexibility to meet customer needs quickly and cost-effectively.**

Uniquely, Dovetail Products & Agreements lets you define client payment products and apply customer variations to them, directly from the User Interface. There's no IT development required and no lead time to stop you getting to market. You gain competitive edge - and satisfied customers.

Meeting and managing customer requirements is fundamental to the payments offering of any bank. But, until now, it has been an aspect of operations that has caused a great deal of additional work, not to mention disharmony among the bank's various departments. Products & Agreements is a revolutionary capability from Dovetail that lets you

define products - and customer variations to those products - in terms of the rules applied to the processing of payments, to define and manage products and customer agreements. Suddenly, things just got easier.

## **Faster client response**

Processing Instructions can be configured by users and with minimum effort. For example, you could configure advices or pre-advices sent to clients, FX rates used, methods of clearing, value ranges for authorisation and numerous other features, all at little more than the touch of a button. All without expending valuable IT resources.



**Dovetail**  
Progressive renovation in payments.

You define, design and manage the product, simply by using the Dovetail Web-based User Interface.

Workflows can be configured for new entities and clearing channels or schemes, to move into new markets with the minimum of change – quickly and cost-effectively. And they can be deployed flexibly across hardware to load balance.

### Faster to market

The flexibility of this approach allows you to design new products faster, with less IT workload. You can create product variations easily. And run numerous variations in parallel without driving the operations team crazy in the process.

New products get into the market faster, accelerating revenue streams. New clients can be brought on board quicker, with a great less work.

### All at lower cost

Dovetail's Products & Agreements represents a step change in efficiency for product development and management. With margins for payments services under extreme pressure, it's an invaluable tool to help protect and grow your market position. The Products and Agreements capability is available in all Payment solutions built using the Dovetail Payments System.

The revenue benefits are significant. But, so too are the cost savings. Product development, implementation and variation all become easier, quicker and cheaper.

### Towards a universal system

The Dovetail Payment System automates the processing of a wide range of payments from bulk ACH clearing to global RTGS settlement, supporting both straight through processing and manual entry and repair. It is universal, covering wholesale and retail, high value and low value, urgent and non-urgent, single and bulk payments; in multi-currency, multi-company and multi-entity operations.

The secure, web-based front-end allows local and remote payment entry and repair, liquidity management, and comprehensive exception management. The system fully supports ISO 20022 messaging ensuring no truncation of data. It is component based and built on modern open standards and technology giving you the greatest flexibility in choice of hardware and technology platform.



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