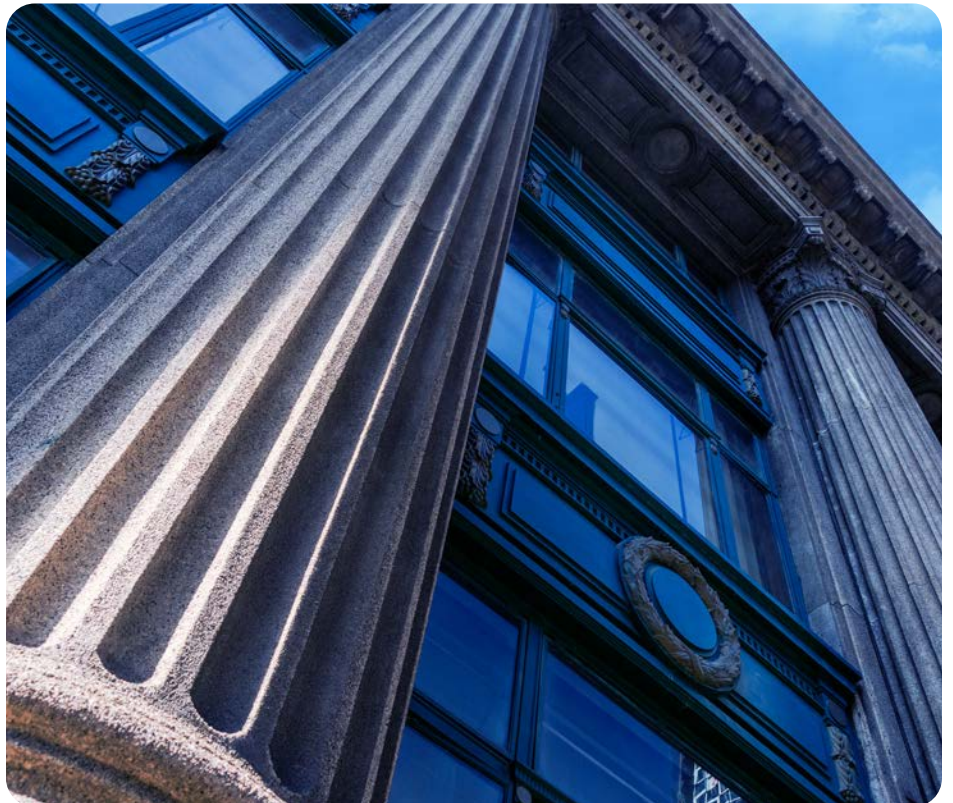




First Hawaiian Bank Manages Payments Modernization with the SaaS-Based ACI® High Value Real-Time Payments™ Solution

First Hawaiian Bank (FHB), a U.S.-based commercial and consumer banking service provider successfully navigated a divestiture process, while maintaining the highest level of service and reliability for its customers, via the SaaS-based ACI® High Value Real-Time Payments™ solution.

This SaaS offering for wires and cross-border payments enabled FHB to manage this change without disruption to its customer services. Thanks to this successful partnership, FHB can focus on maintaining its market-leading customer satisfaction scores, confident in the service and support provided by ACI for its high-value payments.



Challenge

FHB is Hawaii's oldest and largest bank, with a proud reputation for outstanding service that makes it easy for customers to sleep at night. Its services include deposit products, lending services and wealth management, insurance, private banking and trust services.

Following its initial public offering, FHB became a fully independent bank in 2016, which presented the need to find a real-time payments solution. Faced with the challenge of managing the impact of a corporate divestiture without disruption to customer services, FHB researched different options available. Under its previous parent organization, FHB had leveraged the ACI High Value Real-Time Payments solution for its wires and cross-border operations. As an independent financial institution, FHB needed to continue that same level of service without an increase in technical or operational resources that would negatively impact operational efficiencies.

Having a clear and immovable timeline, FHB needed a partner that could help them navigate a migration to a new platform, provide technical and operational support on a day-to-day basis, and guarantee the excellent levels of service that FHB customers are accustomed to.

Solution

The bank evaluated several options, but ultimately decided that they wanted to retain the capabilities of the ACI High Value Real-Time Payments solution. To meet FHB's requirements around operational efficiencies, ACI provided a managed service offering of its wires and cross-border payments platform, operated from ACI's private data center.

As a managed service, ACI takes responsibility for all maintenance and compliance, ensuring the application is updated and tuned for optimal performance at all times. All day-to-day technology operations are managed by ACI, including uptime monitoring, which removes a significant resource requirement from FHB and reduces risk for the business. The bank's operators have immediate access to the application, which they were already familiar with and trained to use — and can contact ACI's HELP24™ service anytime for queries, removing the need for internal desktop or application support. ACI's service includes automated reporting at the end of each day to comply with bank processes, as well as all updates and compliance mandates delivered via service packs.



ACI Worldwide is a global software company that provides mission-critical real-time payment solutions to corporations. Customers use our proven, scalable and secure solutions to process and manage digital payments, enable omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

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On top of the core payments initiation, processing and reconciliation services within the solution, FHB also leverages the sanctions capabilities to run checks against OFAC rules and other compliance-related activity.

With its reliable, efficient and compliant service, ACI ensures peace of mind for FHB's business leaders, which allows them to focus on providing excellent customer experience for the bank's end customers.

Result

FHB's solution launch was a smooth process that ensured continuity of service for its customers during the divestiture and has continued to support excellent customer experience ever since.

The bank benefits from a dedicated, customer-centric support and project team that understands the bank's business and can respond to requests from all levels of operations in the bank. The dedicated team can translate customer requirements and business needs into the most efficient and robust technological implementation. By contracting for a managed service offering, the bank benefits from a team of experts who have years of experience in architecting the ACI High Value Real-Time Payments solution to meet business needs and drive benefits for the end customer. This experience is now being extended to support FHB in its payments modernization strategy.

The bank is also working with ACI to achieve ISO 20022 compliance and leverage the richer data of the ISO 20022 standard for new value-added services. FHB wanted to be able to queue international payments for review based on a set of dynamic variables, and direct them to the appropriate department for review. ACI's solution architects worked closely with the bank leaders to devise the best approach to achieve the desired business outcome.

Additionally, ACI is supporting FHB with an integrated payables project to streamline the payments process for the bank's corporate customers. This allows for a single batch file upload from the corporate customer's Accounts Payable department to be converted into individual payment instructions that are processed and disbursed as single transactions. This supports corporate customers in taking advantage of the benefits of payments modernization, without necessitating changes to the corporate's business processes and flows. ACI is working directly with FHB's partners and suppliers to support vendor connectivity and testing to ensure the timely and successful completion of the project.