

CHECKLIST: What Banks Should Look for in a Payments Fintech Partner: How Alacriti Scores

Banks are facing an unprecedented need to boost bill pay revenue and ensure timely payments, driving intensified efforts to enhance the overall customer experience. Engaging with a proficient payments fintech partner can prove instrumental in achieving these strategic objectives. However, it may be tempting to stay with a legacy vendor because of the length of the relationship and perceived obstacles to change. At the same time, if there are glaring issues with your current provider, it may be time to discover what's out there as an alternative. There are many fintechs to choose from, so how do you know what's best for your bank? Here is a checklist of what to look for in a payments fintech partner:

WHAT TO LOOK FOR	ALACRITI	VENDOR A	VENDOR B	VENDOR C
<p>Speed to Market</p> <p>One of your biggest considerations will be speed to market. How quickly can you implement the solution and get it deployed? As challenger banks continue to soar in popularity, many banks want to establish a reputation for progress. They need to offer highly secure solutions that serve customers with diverse needs and implement these solutions at a pace that's rapid enough to stay competitive.</p>	<p>Alacriti is exclusively dedicated to payments and can quickly get your bank up and running on our payments solution, Orbipay EBPP. As a cloud-native platform, our implementation has been as short as 30 days, however, our implementation time is typically 60-90 days.</p>			
<p>Knowledge and Expertise with Banks</p> <p>Banks need a vendor that is familiar with their unique business challenges. The vendor should be able to show you a list of current bank clients, as well as success stories that demonstrate dedication to this audience.</p>	<p>Alacriti partners with 5 of the top 20 U.S. banks, 2 of which are in the top 5. Alacriti can provide success stories from banks who have leveraged our solution to provide a better customer experience.</p>			
<p>Innovation</p> <p>The payments industry continues to be at the forefront of disruption and innovation, even more so than in the past with real-time payments, ACH modernization, and new regulations. The launch of the FedNow® Service, further emphasizes the rapid pace of change. Banks must not only observe but actively participate in this evolution. Now is a pivotal time for financial institutions to partner with forward-thinking fintech providers to revolutionize their offerings and stay competitive in the financial landscape. According to a survey conducted by Third Party Trust, 90% of banking customers use a mobile payment service app, with PayPal being the preferred choice (97%) and Venmo the runner up at 50%.</p>	<p>As a modern fintech provider that is over 70% developer staffed, Alacriti operates under a continuous deployment model, releasing enhancements to the solution throughout the year. Orbipay EBPP is built on a flexible platform with nearly every aspect of the application configurable. Our clients partner with us in driving our roadmap decisions on new functionality. Custom development is also available.</p>			

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<p>Capability for Personalization</p> <p>The popularity of digital commerce and payments have been exploding for some time. This has heightened consumers' expectations as they grow accustomed to hyper-personalized commerce experiences. They expect that same personalization when it comes to banking. Leveraging the right technology at the right time can help financial institutions meet customers exactly where they are, delivering a better payment experience that encourages long-term loyalty.</p>	<p>Orbipay EBPP is a multi-channel, cloud-based solution designed to give your customers the flexibility they demand. Our solution empowers your clients to engage with you on their terms and make payments how they prefer. The platform's user-friendly interface and customer service portal provide unparalleled visibility into billing history and payment behavior.</p> <p>Orbipay EBPP features and design can be customized for each bank, creating a true one-of-a-kind solution for your customer's needs. Your customers can keep up with bill and payment-related alerts and notifications. They can set up and manage email and/or SMS text message alerts and notifications via the Customer Portal.</p>			
<p>Security and Compliance</p> <p>Security is paramount, especially as public concerns over cyber and financial crime continue to escalate. A payments fintech partner can help fill the gaps in your bank's internal resources and equip it with the expertise required. The right partner can ensure that solutions are secure and compliant with all regulations while still being innovative and user-friendly. The vendor should meet PCI DSS, AICPA SOC, and HIPAA standards for payment and security and compliance.</p>	<p>Orbipay EBPP has built-in security features to ensure data and privacy protection to give you and your customers peace of mind. It meets PCI DSS standards for payment card security and compliance, as well as being AWS WAR certified. Orbipay also meets AICPA SOC and HIPAA standards.</p>			
<p>Growth</p> <p>Is the company growing or reducing in size? A fintech that is making cutbacks may not be able to provide the focus you need on payments innovation.</p>	<p>Alacriti is a privately held, growing company with world-class engineering talent that has maintained profitability since its inception.</p>			

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<p>Familiar Clients and Organizations Ask to see the client list of the fintech you are considering. Ideally, you should see names that you've seen before, both large and small. Also, the vendor should be trusted by organizations that are important in payments, such as Nacha and the US Faster Payments Council.</p>	<p>The Orbipay EBPP solution is trusted by banks and credit unions of all asset sizes. Established organizations in other industries are also clients. Alacriti is a proud customer of NACUSO, the US Faster Payments Council, and is a preferred partner for Nacha and AWS.</p>			
<p>Payments Focus Ask the fintech how focused they are on payments. Are payments just something they happen to offer or, is their organization completely dedicated to it?</p>	<p>Alacriti was founded in 2003 as a payments fintech, and we maintain an exclusive focus on payments. In addition, over 70% of employees are developers, demonstrating Alacriti's priority for innovation.</p>			
<p>Customer-centric Does the payments fintech prioritize your customer experience? What choices do they make possible for customers to pay? You should see that they go beyond enhancing the existing experience to offer convenient channels of interaction. For example, having options such as pay by text or Apple Pay. There should be a diverse offering of payment channels, payment methods, and payment options.</p>	<p>Orbipay EBPP gives your customers easy access to the payment channels (mobile, web, IVR, agent, walk-in, text, and AI chatbot), payment methods (ACH, Apple Pay, Google Pay, check, and cards), and payment options (one-time, recurring, and autopay) they demand.</p>			
<p>Open Architecture Does the payments fintech have open architecture so it can easily integrate with your systems? Are they working on seamlessly integrating with various existing core and online banking systems? Ask what their API integration options are.</p>	<p>Alacriti offers an API-first and microservices based architecture. This provides a flexible integration framework to enable easy integration with internal systems (core banking, fraud, risk management, etc.), and your bank can easily add support for new payment schemes as they become available.</p>			
<p>Positioning for the Future Does the vendor proactively embrace new technologies? Is their platform scalable so that as your needs grow, so does the solution?</p>	<p>Orbipay EBPP is built on a modern cloud-native platform that is designed to scale a range of small to large billers. New services can be deployed with zero system downtime.</p>			

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<p>Efficiency What does the provider offer to make your bank more efficient and streamline operations? With their solution, can you accelerate receivables and reduce call volume? Do they provide extensive reporting so you can make better decisions?</p>	<p>Orbipay EBPP allows for multiple, fully integrated channels, providing a single view of all payments. Comprehensive reporting provides insight into all activity, and you're also able to implement different features by channel to better manage and control customer payment behavior. Overall, you can accelerate cash flow, reduce costs and streamline operations.</p>			

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Alacriti's Orbipay EBPP is a customizable electronic billing and payments solution for businesses and financial institutions of all sizes. Orbipay EBPP offers convenient and flexible choices that include all the payment channels, payment methods, and payment options expected from a modern digital bill pay experience. To find out more about what Orbipay EBPP can do for your bank, please call our EBPP experts at (908) 791-2916 or email info@alacriti.com.