



Innovative Solutions. Trusted Performance.
Intelligently Engineered.

Finance Overview

Ecessa is a solid solution that does what it is supposed to do, and it hasn't let us—or our customers—down.

Mark Griep
Network Administrator at Fidelity Bank

When dealing with someone's finances, security and reliability are essential in building trust. Even if a temporary outage doesn't put customers' finances at risk, inaccessible bank accounts can turn a happy customer into a concerned and worried one.

Don't take our word for it, here are real social posts from real customers.

"All of @CommBank services are down. Apparently you have to go to branch and that's it."

"There seems to be down network wide, but no notification from the company on socials or via email/text which bank should I switch to?"

"@CommBank is there a tech issue? Some of my accounts are not showing in app or netbank."

The above are some examples of how one simple outage, despite how short lived it may be, can break that trust between a customer and their financial institution. In the self-serve, instant gratification world we live in, customers expect to be able to access their financial information quickly and easy. They have come to rely on the ability to utilize self-service ATMs, online/mobile banking, retail banking, voice and telephone communication, and above all else, data security.

One small glitch in the network connectivity that support core banking critical operations has severe, detrimental effects to the institution as a whole. Start the conversation today on how Ecessa can help ensure your financial customers' critical networks are Never Down™.