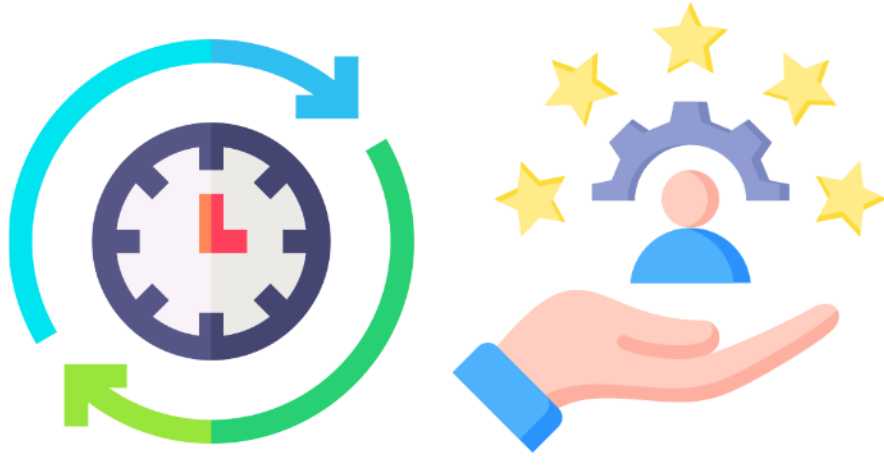


# 5 QUESTIONS You Should Ask Before Choosing a Service Partner

Choosing a service partner isn't just about outsourcing; it's about finding a trusted extension for your financial institution (FI). The right questions help FIs align with partners who understand banking.

**How deeply does the partner understand the nuances of financial operations, not just the tasks?**

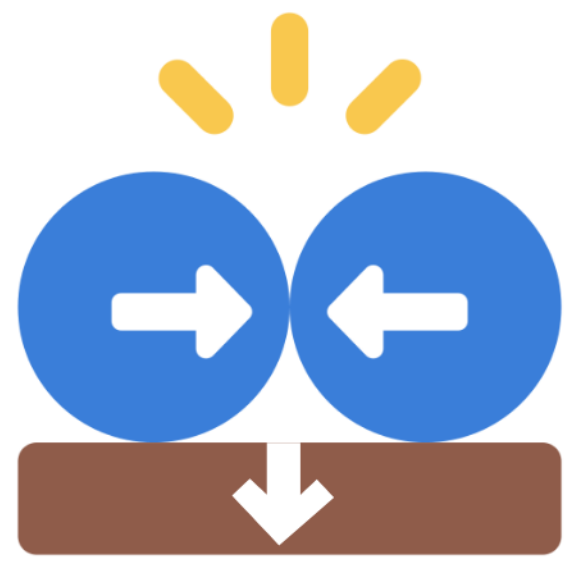
Many partners offer support, but few truly understand the pressures that FIs face from tight turnarounds, high expectations, and complex compliance demands.



**FIs with the right partners resolve issues 35% faster,**  
*reported by Deloitte*

**Can the partner integrate seamlessly with our existing tech stack and elevate it?**

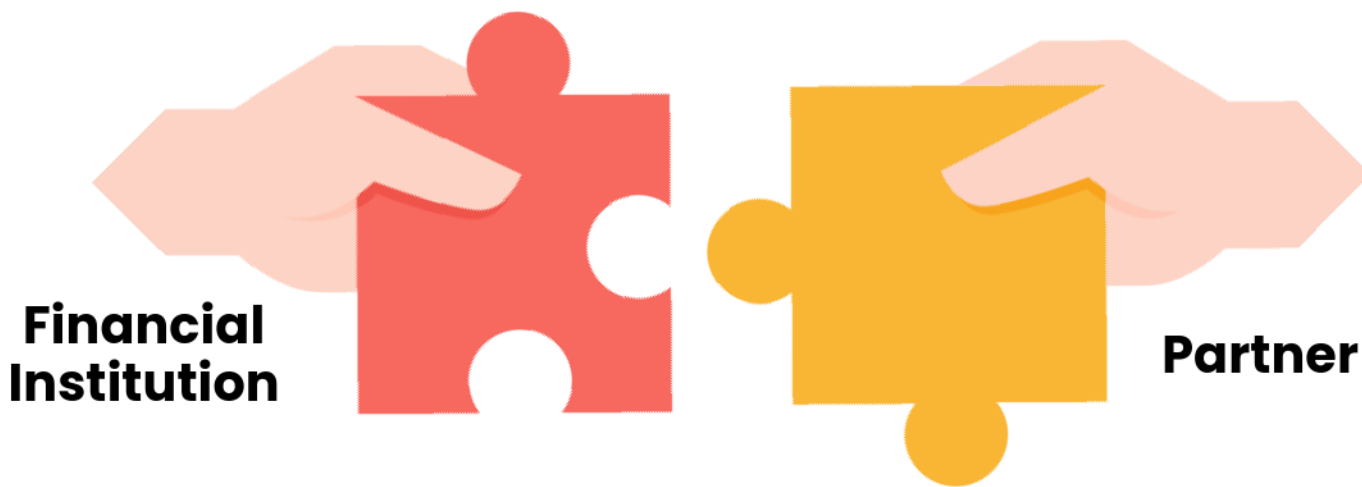
Transformation doesn't require a rip-and-replace overhaul. The right partner enhances what you already use, reducing friction and not creating it.



**Supportive partners reduce friction, boosting productivity by 50%,**  
*according to McKinsey*

**Will they act as an extension of our brand, or are they just another vendor?**

Every customer touchpoint matters in financial services, whether a statement inquiry or a fraud claim. Your service partner must uphold your brand values and compliance rigor.



**Right-fit partners improve CSAT by 80%, based on findings from Trustmary**

**What tangible business outcomes have they delivered, and how are they measured?**

Partners must drive business value beyond SLAs: cutting costs, enhancing customer experience, and boosting operational efficiency.



**20–40% faster results with the right partners, cited by McKinsey**

**How quickly can they scale without losing control or compliance?**

From economic shifts to seasonal volumes, scalability is essential but never at the cost of regulatory control.



**Strong Partnerships cut regulatory risk by 28% during spikes, says Accenture Risk Study 2024**

## Quinte Financial Technologies More Than a Vendor A Strategic Extension of Your FI

At Quinte, we don't just plug into your operations; we enhance them with insight, technology enablement, and compliance-first service delivery. All this is supported by 24/7 Service Desks through a proven Transfer, Operate, and Improve (TOI) model, ensuring round-the-clock responsiveness and reliability.

### What We Offer

- Access to domain-led expertise across critical banking operations
- Easy integration with existing systems
- Scalable delivery models built for speed and security

**Let's move beyond outsourcing.  
Let's build a partnership that grows with you.**