



## Program Management

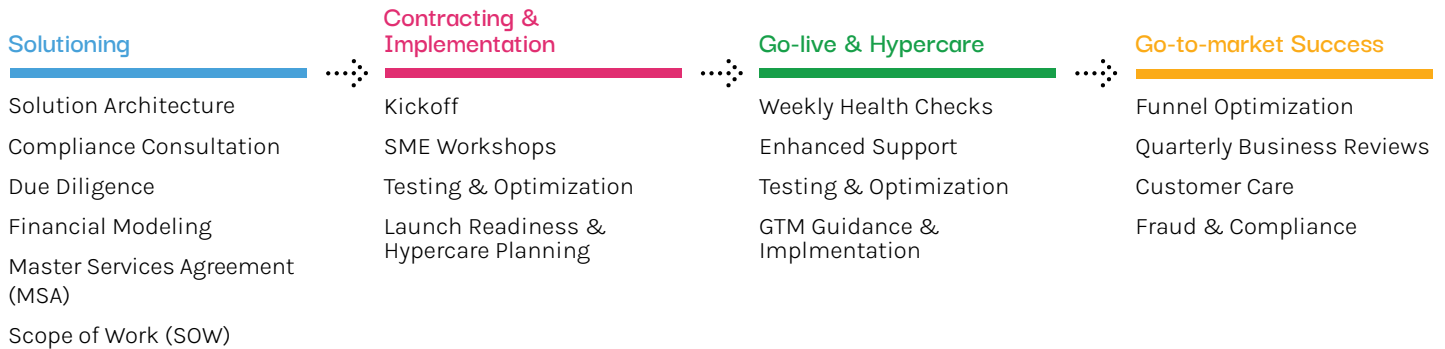
We don't do turnkey or hands-off. At Alviere, we invest in your business to configure a fully embedded solution, we harness and apply subject matter expertise during implementation, and remain focused on profitable growth. And we never stop optimizing your financial services program.

Our full-service team brings continuity to managing your program, business, and brand. Every step of the way, from program design, implementation, launch and ongoing success.

**“We guide our clients through the process, educating them along the way, to align all aspects of the program, including technical integration and go-to-market, for a successful launch and scale.”** - Carter Chandler, VP, Client Delivery

### What to expect from our expert team

We know that dedicated expertise for your business will pay dividends for long-term success. Here are the resources, milestones, and guidance your organization can expect when delivering financial programs with Alviere:



### Solutioning

In consultation with clients, the Alviere Solution Architect designs a solution architecture diagram specific to the use case, incorporating existing workflows and technology stacks. They'll consult with Alviere's legal and compliance experts to ensure adherence to state and federal regulations. From there, a Financial Analyst refines pricing structures and models potential earnings. Lastly, Alviere presents a Formal Proposal to incorporate all aspects established during Solutioning, including the solution overview, financial model, Master Services Agreement (MSA), and Statement of Work (SOW).

### Contracting & Implementation

Upon contracting, Alviere's Implementation team takes charge, overseeing the end-to-end process for program launch. We host a series of workshops with your team and our subject matter experts to cover all facets of card issuance, technology integration, treasury management, legal and regulatory compliance, and customer care. Then, we perform detailed, iterative testing of consumer-facing apps, Alviere HIVE platform functions, and end-to-end real-world user journeys to address any bugs and launch a consistent, reliable workflow. We work together to create a market-ready product to get the sign-off for go-live.



## Go-live & Hypercare

Alviere ensures a successful program ramp through proactive monitoring and heightened communications for a specified period known as Hypercare. You can expect your Implementation Project Manager, Customer Care Lead, Go-to-market Manager, and our Fraud & Compliance team to be available to address issues quickly, with heightened communications for a 30 day period and 3x per week Health Check meetings to elevate any issues. During Hypercare, your support tickets are moved to the top of the queue and you can expect a response within an hour during support hours.

## Go-to-market Success

Post-launch, a dedicated Go-to-market Manager monitors performance, collaborates on growth strategies, and conducts quarterly business reviews with your team. This enables both organizations to identify opportunities to optimize and uncover how the Alviere HIVE platform can support the next phase. Our Customer Care and Fraud & Compliance teams continue supporting operations as they scale, stepping in to address customer questions and continuously auditing customer documentation or transactions. Beyond day-to-day operations, we focus on profitable growth that amplifies your core business throughout the program lifecycle.

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### **How do we define success? Every client has renewed or expanded their contract with us.**

Our commitment to client partnership often uncovers new use cases, opportunities, and applications to amplify your business. Learn how [AutoPayPlus](#) launched an employee payment solution through the Alviere HIVE platform, and then engaged us to address a customer loyalty challenge.

Offering financial services doesn't have to be overly complicated, or require massive amounts of internal resources. The Alviere HIVE is a comprehensive technology platform providing an extensive range of configurable, branded financial products, including accounts & wallets, card issuance, streamlined payments, and global money transfers. Working with Alviere is much more than accessing an API, it's tapping into financial product expertise across all phases of a program to reduce program risk and to assure regulatory compliance.

### **Security, safety, & compliance is foundational to everything we do.**

Alviere's team of compliance experts work with enterprise clients to bring their financial products and services to market. We adhere to strict Know Your Customer (KYC), Know Your Business (KYB), fraud management, and Anti-Money Laundering (AML) standards and processes to safeguard your organization.

### **White-label financial solutions for enterprise.**

Learn how your business can keep customers loyal, generate new revenue, and streamline existing financial flows through Alviere.

# Alviere HIVE Platform

A comprehensive embedded finance platform enabling enterprises to seamlessly integrate financial products into their existing offerings.



## Proprietary Ledger

Alviere's digital ledger is the orchestration engine recording and automating highly complex flows for unlimited business cases, providers, and geographies.



## Accounts

Embed white-label demand deposit accounts (DDAs) into existing workflows. Customers have full ACH capabilities with routing and account numbers.



## Payments

Accept debit and credit cards, ACH, EFT, and SEPA funds transfers. Deposit & access funds with instant settlement.



## Branded Cards

Offer branded debit, gift, or prepaid cards via physical or virtual card. Customize rewards and loyalty programs for different consumer segments.



## Global Money Transfers

Send and receive money worldwide, moving currency across 100+ countries. Benefit from FX and transaction fees.



## Wallets

Integrate digital wallets into existing apps and customer experiences. Enable payments and loyalty rewards from your app.



## Data & BI

Unified web portal access to data analytics for customer data intelligence.



## Security & Compliance

Alviere provides fraud risk management, identity management, AML monitoring with case management, and operational support.