

## Delivering client success

# A STRATEGY FOR ALL CLIENTS

### ***Temenos and our network of Partners took 233 clients live with Temenos software in 2018 continuing the tremendous track record of successful delivery that we have seen over recent years.***

The strength of the Temenos Partner Program, where our selected Partners operate as a critical member of the Temenos Community, allows for agile scale and coverage supporting our clients globally and allows Temenos to focus on its chosen role as a product company.

The Temenos delivery strategy of supporting our Partners through the Temenos Project Consulting Service and working alongside them through the deployment of Spine teams on more complex programs continues to deliver a record of regular and timely go-lives and ultimately a high level of customer success.

The Spine Team comprises Program and Project Management resources experienced in major banking transformations and Expert Consultants assigned to each of the key streams within the program working alongside the Partner teams providing specialist knowledge of the specific products being deployed.

The carefully chosen Partners within the Temenos Partner Program commit to developing delivery practices of trained and certified consultants able to successfully deliver Temenos implementation projects. This commitment has seen the growth of both the capacity and capability within the Temenos Partner ecosystem during 2018, supported by the increased and continuously improved training content made available through the Temenos Learning Community.

Temenos provides Project Management and Architectural support through the Temenos Project Consulting Services (TPCS) to help guide both clients and Partners when running a project to deploy Temenos software. The TPCS services provide access to expert support who can recommend best practice with regard to the implementation and use of Temenos software and how to optimize the use of the Temenos Implementation Methodology.

For larger more complex programs, a Spine team of senior Temenos implementation consultants are assigned to work alongside the Partner and client providing specific expertise on implementing products across the entire Temenos portfolio and for the various streams within a major transformation program.

In addition to being certified to deliver implementation programs, Temenos also provides the training for our Partners to become certified in a number of specialist functions to further support our clients in the development, migration, upgrade and training with regard to Temenos products.

As the evolution of the cloud becomes critical to the future of the Banking and Financial Services industry the value of our Technology Partners, who provide the platforms certified to host Temenos products, is becoming ever more important. We offer our own SaaS service to our clients and also in conjunction with our Technology Partners to deliver solutions to our clients. Temenos Services division along with our services Partners ensures there is the correct level of trained and certified consultants on any project when implementing Temenos solutions in the cloud to continue to drive future client success.

*“My focus is all about delivering on our promises. If we aren’t able to implement our software smoothly and efficiently, the pipeline will dry up. Implementation is fundamental to our ability to sell. Of course, it is rarely as simple as ‘flicking a switch’ but our deep understanding of our product, our clients and the relationships we share with our Partners means that we do get it right. In 2018, 233 banks went live on our software – that’s an average of almost one go-live every working day of the year – a staggering achievement.”*

**Alexa Guenoun,  
Chief Client Officer**

# THE FOCUS FOR TEMENOS SERVICES

## ***The clarity of the Partner strategy allows Temenos to focus on the delivery of a portfolio of Productized Services for our clients.***

The strength of the Temenos Partner Program provides both global capacity and capability for our clients to be able to implement and upgrade the full portfolio of Temenos products.

This allows the Temenos Services consultants to focus on specific roles and responsibilities supporting implementation and upgrade projects in addition to providing a portfolio of Productized Services for live clients to optimize the use of the Temenos products they have deployed.

### **Project consulting for implementing or upgrading clients**

Temenos has two types of delivery models to support both implementation projects as well as large transformation programs.

Our partnering strategy denotes that most implementation and upgrade projects are primed by Partners.

To support this Temenos offers Project Consulting Services to clients (TPCS).

The assigned Project Manager and Expert Consultant work with both the client and the Partner to ensure adoption of the Temenos Implementation Methodology (TIM), optimal use of the project team and ultimately drive a successful go live of the project.

All Temenos projects in 2018 have been converted to an online, 24x7 cloud based governance tool allowing immediate access to project status and position allowing Temenos to ensure delivery success for the client.

In the case of large banking transformation programs, Temenos will deploy a full time Spine team to work alongside the Partner.

### **Productized services for live clients**

To allow our live clients to continue to gain the maximum value from the Temenos products they have deployed, our focus has been on delivering the Productized Services most required by our clients.

These Productized Services offer a short duration, pre-defined package delivered by an experienced resource.

Covering Performance Heathchecks, Data Lifecycle Management and Upgrade Assessment, these service products offer a cost effective approach to improving performance, managing risk and supporting clients who wish to enjoy the benefits of staying on the latest release of Temenos software.

Most recently and to support the latest Temenos products we have created a Cloud Readiness Service which will guide clients looking to use a cloud based platform to deploy Temenos products.

Delivering client success continued

# TEMENOS LEARNING COMMUNITY

*Two years ago Temenos set out to restructure and modernize its training and learning model in answer to the increasing demand for Temenos experts, by making the process of knowledge-transfer easier, faster and more cost effective for our clients and Partners. The Temenos Learning Community (TLC) was created to answer those demands, and during 2018 we have driven continued growth, cementing TLC as the number one provider for all Temenos' educational needs, creating experts at the heart of the Temenos Ecosystem.*

## TLC Online

We are excited to report that membership of TLC Online has grown some 180% to more than 2,000 subscribers in 2018. TLC Online is our approach to provide accessible knowledge-transfer to the entire Temenos ecosystem including clients, Partners and independent consultants. Subscribers enjoy access to our latest content, sandboxes, learning paths and to the only recognized Temenos certification available.

In the past year we have seen substantial increases in the activities enjoyed by our members, including an 86% increase in examinations taken, an 88% improvement in the number of members who increased their certification levels, and around 3,000 logins to the TLC sandboxes.

## TLC Engine

Our second product in the TLC family arrived at the beginning of 2018. TLC Engine is our complete digital transformation tool able to train, test and certify a client's team.

TLC Engine brings a business-process led learning experience that provides the ability for our clients to shape and document their own unique standard operating processes. Beyond addressing our clients training needs, TLC Engine is a comprehensive day to day operational tool with smart impact analysis and rich auditing capability.

We are very proud to have already implemented our first two clients at Byblos Bank and Al Masraf (Arab Bank for Investment and Foreign Trade) where they are now using TLC Engine to support their own transformation programs.

## TLC Classroom

The TLC Classroom is still a very popular product with our clients and Partners alike and in 2018 we evolved our offering and made it more accessible with new componentized content, improved course structures and offering virtual courses and relaunched our public access courses.

To further enhance this accessibility, a new, flexible blended learning approach was launched to allow a combination of classroom training with remote training via our online subscription service TLC Online. This blended approach can save a client significant time and money through reduced travel and expense.

*Temenos Learning Community has established a new approach for Temenos to engage with all of our expanding ecosystem that puts the knowledge-sharing and learning of Temenos products and technologies at the heart of our clients' and Partners' learning strategies.*



## TLC ONLINE

**Cloud based, individual subscription learning platform, providing unlimited, 24x7 access to official Temenos training and certification programs and our global expert community**



## TLC ENGINE

**The digital learning and communications platform, that is able to capture and maintain bank specific operating procedures and content, in order to rapidly upskill and certify their teams**



## TLC CLASSROOM

**Virtual or instructor-led classroom training provided by highly experienced, certified trainers in standard or bespoke formats, delivered both onsite or via public access classrooms**