



TEMENOS
The software specialist for banking and finance

Client Architect

Maximise value from your Temenos solution

Overview

In today's competitive market place and with technology evolving fast, it has never been more important for IT, business and technical innovation to align to ensure business agility, competitive advantage and customer satisfaction.

Whether you are implementing your Temenos solution or are already live, Temenos' Client Architect Service is designed to guide you to realise increasing benefits from your solution by linking your business objectives and architectural priorities to Temenos product-related developments and industry trends.

Service summary

Temenos' Client Architect Services will give you guaranteed and regular access to one of Temenos' most senior business or technical architects, provide you with unrivalled knowledge of the most up-to-date technology developments from Temenos as well as best practice business processes & product capabilities. You will benefit from one of our most experienced expert advisors, providing guidance, input, and counselling on your core banking technology roadmap, adding Temenos insight, market trends and analysis to help you make better-informed decision to maximise benefits and ROI.



“The man with all the answers”

Ernst Fanzott

Hypo Alpe-Adria-Bank International AG
Temenos Client Architecture Service

Client Architect engagement model

One week per month on site for a beginning period of 6 months.

- Specific Terms of Reference
- Access to Client Architect when not on site
- Kickoff & quarterly review meetings with Temenos sponsor
- Extended for further 6 month periods by mutual agreement

Our Client Architect Service was formulated to help our clients optimise the use of their Temenos products. The purpose of the service is to guide you through change and provide you with access to the entire Temenos 'knowledge base'. Our Client Architects possess strong, broad and, in specific areas, unparalleled functional or technical expertise, rooted in a project implementation background. Once assigned to you, your Client Architect will act as your catalyst and advocate for core system enhancements through dialogue with our R&D organisation.

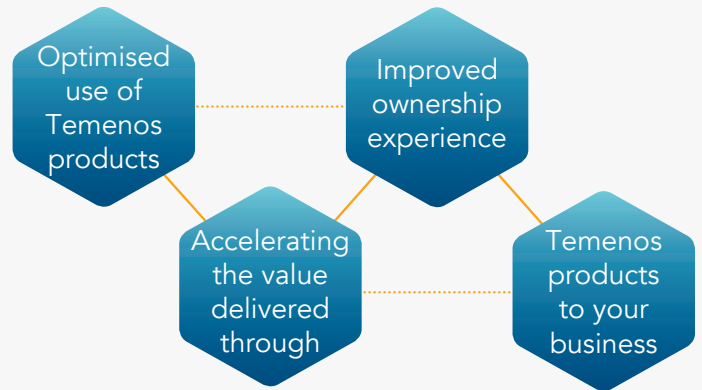
With a history of leadership and achievement in many implementations and a broad view across current projects, a Client Architect will advise you on a roadmap to get where you want your business to be, based on know-how, a can-do approach and understanding of future trends and directions.



A Temenos Client Architect delivers

- Guidance on planning and executing changes in business and technical environments such as merger activity, process optimisation and upgrades
- A strong personal influence and network inside Temenos, with empowerment to engage senior Services and Product Development directors
- Authoritative advice on product direction, new/enhanced product offerings and market trends
- Advocacy representing you in all parts of Temenos

Benefits of engaging a Client Architect



Common challenges faced

Along with implementations, business change and other major events and strategic imperatives that can require a Client Architect, there are many other issues they can resolve. For instance the constant regulatory changes to keep up with, the need to identify and manage risk and the ever increasing need to show return on investment. Some issues we have seen to be common in recent months are below.

“ I need someone I can rely on to get me everything I need from TEMENOS ”

“ I need help from a Temenos expert with planning and executing my database migration and T24 upgrade ”

“ I need to improve our Temenos Solution resilience and availability, and reduce operational risk, whilst remaining cost-effective ”

“ Now that we are live on T24 I need to achieve continuous improvement in COB and online performance ”

“ I’m not sure what opportunities for process improvement exist, help me figure that out ”

“ Regardless of role, everyone feels the need to do more with less, I need a ‘quick hit’ way of adding value to my business ”

In addition our Client Architects can collaborate closely with your selected Systems Integrator, Infrastructure Provider(s) and in-house teams – sharing knowledge, communicating leading practice derived from many Temenos implementations and providing comprehensive quality assurance.

Next steps

To find out more about this service, including customer case studies, or to arrange a session with a Temenos expert to discuss how this Service could benefit your organisation, please email sales@temenos.com