



# Performance Optimization

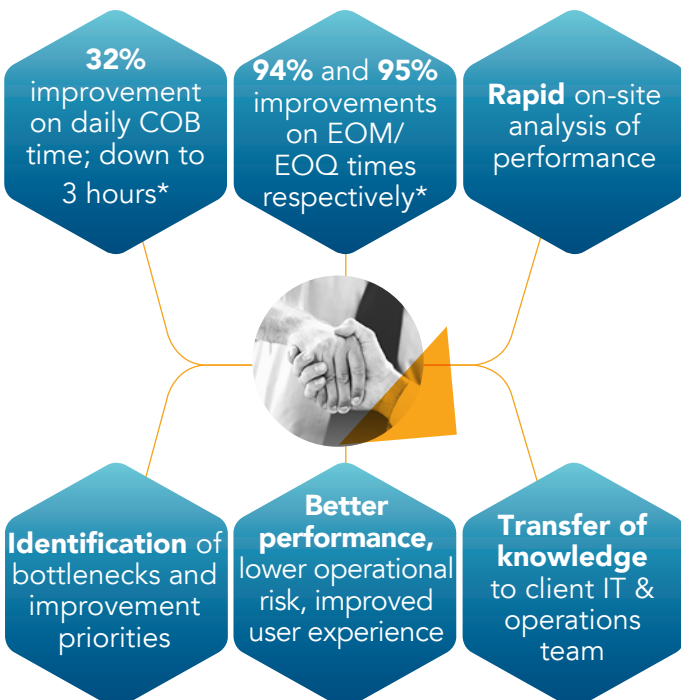
Achieve dramatic improvements in COB and online performance\*

## Overview

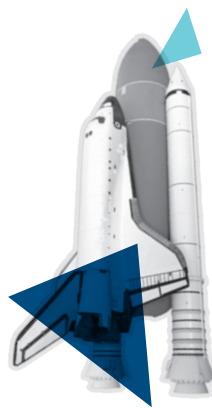
Every bank is different, as are their business objectives, system landscapes and the level of custom additions and developments they have carried out. One thing most have in common however is that their systems could be running more effectively, efficiently, with less issues and bottlenecks and with reliable performance.

Temenos offers Performance Optimization Healthcheck, designed to expose performance inefficiencies and areas for improvement in your system. This review is carried out by a certified Temenos Performance Specialist and backed up by a dedicated performance team in our R&D organisation. The healthcheck uses "best practice" methods and tools to assess and improve performance, as well as privileged access to our core development team to support the analysis. Once the healthcheck is complete, Temenos can work alongside your team or Systems Integrator to achieve the desired improvements.

## Example results from a performance healthcheck



## Performance Optimization packages



- Healthcheck**
  - Two week on-site assessment, report, and implementation of "quick wins"
- Continuous improvement**
  - Quarterly Healthchecks
  - Knowledge & skills transfer to client staff
- Three-stage assessment and improvement**
  - Stage 1** – Assessment phase
  - Stage 2** – Statement of work & measures setting
  - Stage 3** – Improvement phase

## Service summary

Dependent on your specific priorities and requirements, Temenos offers three levels of performance optimisation service, with dramatic improvements often possible in a short time.

### Performance healthcheck

A single two-week exercise comprising a short, focused engagement to assess the overall performance characteristics of your Temenos application and identify target areas for improvement. The scope has enough flexibility to focus on areas of specific pain such as Close of Business (COB) or Online. At the end of the engagement a comprehensive report is delivered as the basis for further action.

Wherever possible we identify and implement "quick wins" during the engagement, and in most cases we are able to make significant improvements. Often, no further action is needed to achieve the desired results.

\*Actual past results achieved by Temenos Performance Optimisation – cannot guarantee future results.



## Continuous improvement

This consists of the Performance Healthcheck above, repeated at regular intervals – typically quarterly, offering a continuous cycle of accumulating efficiencies and therefore greater performance enhancements over time. Any significant changes in Temenos software deployment or surrounding hardware and software infrastructure will also be assessed before each engagement. Over the course of the overall 12 month period we expect to show an increasing trend towards improved, more consistent and predictable performance. We will also aim at achieving a degree of knowledge transfer to in-house IT personnel in the use of performance tools and leading Temenos practice. We will endeavour to deploy the same Performance Specialist in all the healthchecks so as to build up productive and collaborative working relationships with your team to support the knowledge transfer objective, and maximise our understanding of your Temenos deployment in both business and technical dimensions.



## Full three-stage assessment and improvement

This is a more structured exercise conducted over a longer period in three distinct phases.

**Assessment Phase:** in which performance analysis and measurement is carried out on all components of the Temenos system – COB, Online, Interfaces, and Local Developments. A report is produced with prioritised recommendations on an improvement strategy.

**Statement Of Work:** success criteria are agreed and potential improvements prioritised in a baseline document.

**Improvement Phase:** is then conducted, comprising some or all of the recommendations. Knowledge sharing and skills transfer to the in-house IT operational team can also be included in such a program.



### Statement of work

- Discuss findings & agree Project Plan
- Provide a clear definition of the work to be done
  - success criteria
  - mutual dependencies
  - responsibilities
- Agree time and budget parameters
- Both parties to approve before next stage



### Assessment phase

- Analysis of your TEMENOS system using TEMENOS specific tools and techniques used
- Review technical environment & architecture, business constraints and requirements
- Establish success criteria and measures
- Low performant processes isolated and investigated
- Identify improvements, constraints and bottlenecks
- Produce a summary report



### Improvement phase

- Performance Optimization work carried out
- Activities sequence determined by impact analysis
- Improvements results shared at each stage
- Knowledge transfer to internal teams
- Full report and presentation
- Recommendations for further performance optimisation

## 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](mailto:sales@temenos.com)