



Case Study: Productised Services

T24 Performance Optimisation Healthcheck



Overview of Temenos Performance Optimisation

Temenos Expert Services are rapid, high-value engagements, delivered to key customers by our most experienced consultants. With deep domain knowledge supplemented by close links to our development organisation, the Expert Services team is equipped to advise on the most complex issues around successful deployment and optimisation of Temenos software solutions. One example of these desirable engagements is our T24 Performance Optimisation service.

Performance Optimisation is offered mutually by Temenos' Expert Services and Product Development groups. These engagements are carried out by accredited Performance Specialists from our Expert Services team, supported as required by a dedicated performance team in our R&D organisation with full access to product development resources and expertise.

All components of your Temenos system's performance can be measured and analysed, including close of business (COB), online, interfaces, and local developments. Low-performing processes and bottlenecks are identified and examined, and expert recommendations for improvement are made.

70%

reduction in daily COB time from 14 hours to less than 4.5 hours at NIC Bank, Kenya

T24 Performance Optimisation offerings

Temenos offers three separate levels of performance optimisation service dependent on your specific priorities and requirements: the T24 Performance Healthcheck, the Continuous Improvement programme and the Full Three-Stage Assessment and Improvement service.

1. Performance Optimisation Healthcheck

The Healthcheck service, a two-week engagement, is available to all live T24 customers wishing to maximise the benefits of their system, and also to implementing customers planning structured performance and non-functional testing. Designed to assess your Temenos system, expose performance inefficiencies and identify areas for improvement, the scope can be general or, alternatively, focused on COB, online or another specific area of T24. The service package includes use of specific Temenos diagnostic tools. A detailed report is delivered with all findings, along with a recommended optimisation strategy for your system.

Wherever possible, our experts will identify significant performance improvements or "quick wins" that can be achieved during the two weeks on-site, and in most cases these are implemented during the engagement itself. Often, no further action is required to achieve the initially desired results.

"We wish we'd known about this a long time ago"

Mr. John Mitchell, Head of IT Division, National Bank of Malawi

82%

improvement in transaction time at National Bank of Malawi, from 5.5 seconds to 1 second

2. Continuous Improvement Programme

Continuous Improvement consists of the Performance Healthcheck as mentioned above, repeated at regular intervals – typically quarterly, for 12 months. This continuous cycle means that customers accumulate efficiencies and therefore greater performance enhancements over time. Any significant changes in Temenos software deployment, surrounding hardware and software infrastructure will also be assessed before each engagement. Over the 12 month period you should see vastly improved, more consistent and predictable performance in your system.

We aim to transfer knowledge of Temenos performance tools and best practices to your IT personnel wherever possible. We also seek to deploy the same Performance Specialist in each of your healthchecks to stimulate productive and collaborative working relationships with your team, support the transfer of knowledge and maximise our understanding of your Temenos deployment in both business and technical dimensions.



“We won’t think twice about a second engagement if required”

Mr. Abdul Razac, Head of IT, Standard Bank, Mozambique

“We would definitely recommend the service to other banks”

Mr. Chege Thumbi, Director of Technology & Operations, NIC Bank, Kenya

3. Full Three-Stage Assessment and Improvement Service

The structured, three-stage assessment is conducted over a longer period in three distinct phases:

Assessment Phase: Performance analysis and measurement is carried out on all components of your Temenos system – COB, Online, Interfaces, and Local Developments. Success criteria and measures are established, and low-performing processes and bottlenecks are isolated and investigated. A report is produced with prioritised recommendations and an improvement strategy.

Statement of Work: Findings and recommendations are discussed, and a set of objectives are agreed and put in place accordingly. Improvements are prioritised to ensure the achievability of desired results.

Improvement Phase: The agreed Performance Optimisation work is carried out, improvements and results are shared and a full report and presentation are provided with further recommendations. Transfer of knowledge and skills to the in-house IT operational team can also be included in this programme.

71%

improvement in End of Week reporting time at Byblos Bank, Lebanon



Customer examples

In the past two years alone, over 50 customers have successfully used this in-depth, hands-on assessment of T24 performance, and numerous customers have seen astonishing results. Here are a few examples of recent success stories.

NIC Bank, Kenya

NIC Bank wanted its system to work as efficiently as possible. The bank identified some potential areas of improvement, including COB efficiency, T24 Browser performance and Temenos Internet Banking performance. NIC approached Temenos for help with its system and opted for a two-week Performance Optimisation engagement, with the aim of achieving some quick wins during this time.

The bank saw a number of tangible benefits. Its system's COB previously took 14 hours and, with the help of a Temenos Performance Specialist, this was reduced to less than 4.5 hours during the 2-week engagement itself. The bank also noticed vast improvements in its internet banking solution, particularly the Web Application Server, as a result of further tuning.

Commenting on the engagement, NIC's Director of Technology & Operations, Mr. Chege Thumbi:

"We are looking forward to using this expert service again in the future – only next time, we will definitely request it sooner. We would definitely recommend the service to other banks."

Mr. Thumbi was very impressed by the quality of the Temenos specialist who conducted the engagement on site:

"This particular resource was an excellent professional – he really went out of his way to help. He went over and above what we expected from him. He was proactive, consistent, excellent."



"Proactive. Consistent. Excellent."

Mr. Chege Thumbi, Director of Technology & Operations, NIC Bank, Kenya

"Consistent, cost-efficient and focused on the work"

Mr. Abdul Razac, Head of IT, Standard Bank, Mozambique

Standard Bank, Mozambique

A Temenos customer since 1998, Standard Bank has done a lot of customisation with its system. In early 2013, it had a lot of processes running at the end of the day. The system was experiencing issues with its archiving processes and its COB was taking 4 hours. The bank's IT professionals tried to resolve some of these issues themselves, but after finding out about Temenos' Performance Optimisation services they almost immediately opted for a two-week healthcheck engagement.

Mr. Abdul Razac, Head of IT at Standard Bank, commented: "Having used the system for around a decade, we thought we understood the system very well. While the Temenos specialist confirmed our views, we also realised that we had a lot more to learn. The specialist knew the system inside out, and much better than we ever did."

During the engagement, the specialist helped the bank to get its archiving processes back on track and resize its files. The COB now runs in 2.5 hours, a 37.5% improvement.

Mr. Razac continued:

"We are very happy with the service. Saving 1.5 hours every day on COB is a real benefit for us. The consultant was consistent, cost-efficient and focused on the work. He was also very happy to help us with other tasks. We won't think twice about a second engagement if required."

Continued...

Byblos Bank, Lebanon

With plans to upgrade its T24 system and move from an IBM P595 to a P780 server, Byblos Bank required a Performance Healthcheck on its existing system. The overall goal was two-fold. Firstly to examine the existing T24 installation that was using the P5 platform, and identify potential quick wins as well as immediate performance benefits. Secondly, to work alongside IBM to tune the P7 platform and work towards the bank's goal of achieving a 20% improvement in COB performance. Temenos sent a performance optimisation specialist alongside an IBM consultant to execute these aims. In this case the service was carried out in two separate one-week sessions to make it as effective as possible.

The bank saw a 37.5% improvement in COB, reduced from 8 hours to 5 hours. End of Week reporting was reduced significantly from 12 hours to only 3.5 hours, a 71% improvement. The gains were considerably higher than the goals initially set out by the bank. The engagement also helped resolve other issues the bank was facing; for example, getting data from a file was causing switching of pages and in turn causing end-user delays online. The system is now working more freely and these issues have all been resolved.

Mr. Raffoul Raffoul (AGM, COO) & Mr. Machhour Salem (Head of Banking Technology Infrastructure) commented on the service:

"The Temenos specialist was very proactive and helped us with many topics outside the scope of the engagement, for example, our future roadmap and planning. We rate him extremely highly."

Commenting on the bank's future plans, Mr. Raffoul added:

"We would definitely consider using the service again. Another engagement would be very useful, particularly if we decide to upgrade our system."



"Our aim was to improve performance by 20%. In reality, we achieved a 71% improvement in End of Week reporting"

Mr. Raffoul Raffoul, AGM, COO, Byblos Bank, Lebanon

"Useful, good value for money, a must for any T24 site"

Mr. John Mitchell, Head of IT Division, National Bank of Malawi

National Bank of Malawi

National Bank of Malawi requested Temenos' performance optimisation services to address various areas of improvement and to plan for the future. The bank wanted to address the overall response time and table extension in its Oracle database, and look at options for its data archiving model. The overall system required tuning and optimisation, and the COB was taking 9 hours. The bank was also experiencing issues with archiving, and transactions in new channels were taking 5-6 seconds.

With potential plans to upgrade from T24 R9 to the latest version, the bank's IT professionals wanted to understand the impact of the upgrade on their system's performance and infrastructure requirements. They wanted to stabilise and optimise their system before considering adding new T24 applications such as CRM. National Bank of Malawi explained their problems to Temenos' consultants at the 2013 Temenos Community Forum event in Abu Dhabi, and requested a two-week performance optimisation service accordingly.

Following the engagement, the bank's COB saw a 44% improvement and rather than 9 hours, now takes only 5 hours. The issues with channels were also resolved, with transactions now taking only 1 second – an 82% improvement.

Mr. John Mitchell, Head of the IT Division at National Bank of Malawi, described the programme as:

"Useful, good value for money, a must for any T24 site."

He went on to describe the service further:

"Now our system is working very well. Our improvements have been achieved. The service was excellent and the Temenos specialist inspired confidence. We wish we'd known about this a long time ago."

44%

improvement on daily COB time at National Bank of Malawi

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