Channels

Extend your reach to customers by delivering products and services for any business line, across all channels, for any user, and accessible by any device and in any language – all delivered with a consistent, optimized user experience from a single platform.
Our new internet banking solution will enable all people in our country to manage their finances conveniently and securely. It can be used on all electronic devices, such as PC, mobile, laptop, tablet and smartTV, providing maximum choice and convenience to our customers and ensuring that it provides access to the greatest number of people possible.

MR K Lynn - CEO - CB Bank

Because we are branchless we had to select a digital platform and systems that were top notch and that could deliver a great customer experience, as the only experience customers would receive, would be via digital channels.

Dan Dickinson - VP of digital banking - EQ Bank, part of Canada’s Equitable Bank
Introduction to Temenos channels

Temenos’ ground breaking channels solutions enable you to deliver products and services for any business line (retail, corporate, wealth, universal) across all self-service and assisted channels (branch, contact center, RM advisors, internet, mobile) for any user (customer, teller, advisor), accessible by any device (desktop, laptop, smartphone, tablet, smartTV) and in any language— with a consistent, optimized user experience, all delivered from a single platform.

Temenos channel solutions enable you to provide choice and convenience to your customers in how they want to bank and manage their finances. Solutions with rich domain functionality for your retail, corporate and wealth lines of business can be rapidly deployed so you can quickly implement a multi-channel strategy and gain competitive advantage.

Solutions are componentized and highly customizable, providing you with the flexibility and agility needed to compete in this new digital banking landscape. Speed to market for new products and services will be accelerated by up to 4 times enabling you to capitalize quickly on new market opportunities and customer demands. The user experience you provide to your customers, whether through self-service or assisted channels, will be a key competitive differentiator and drive improved levels of customer retention, customer loyalty and profitability.

4 times speed to market
Channels highlights

Rapid deployment
Pre-packaged channel solutions for retail, corporate and wealth are fully regionalized, enabling rapid deployment, speed to market and fast time to value and compliance with local regulatory requirements.

Reduced cost of ownership
The IT architecture is dramatically simplified, with all business line solutions across all channels managed from a single platform. This approach provides you with low cost of ownership with reduced maintenance costs by up to 95%. A single platform also provides you with the business agility to respond to fast moving customer demands and market requirements.

Flexible and configurable
Solutions are highly configurable, using a code free environment and making corporate branding simple to apply. Enhancements to the user interface to keep it fresh and relevant are easily done without any impact on the core business logic. Multiple brands, or a differentiated user experience for customer segments or new target markets, is easily achieved from a single business process, thereby accelerating speed to market and reducing ongoing maintenance.

Extendable
The underlying UXP includes a powerful, flexible development platform that can be extended across the enterprise to enable the rapid development of additional online or mobile applications. Our unique SmartHybrid development approach encompasses the very best of native and web technologies. This enables the development of high performance, native ‘look and feel’, rich and dynamic mobile applications for Windows, IOS and Android devices. Your customers will only need to download the application once, as enhancements and updates are automatically uploaded.

95% reduced maintenance costs

Full integration for Experience Driven Banking
Solutions can be further enriched with advanced and embedded analytics and front office capabilities such as PFM (personal financial management), rewards and loyalty schemes, real-time campaign marketing, and experience optimization. This enables you to enter the realm of providing your customers with ‘Experience Driven Banking’ that is contextual, and relevant to their needs, delivering value added offers and financial advice at the right time, in the right place.

Componentized
The functionality of the solutions can be easily extended by deploying a wide range of available components. For example, if you are a retail bank you may wish to offer some added value functionality specifically for your HNWI (high net worth individual) customers.

The very ethos of Temenos is to deliver solutions that are extensible, upgradeable and high performance. You will be able to leverage technology innovation to drive competitive advantage, operational efficiencies, reduced costs and to boost profitable growth.
Technology innovation and the digital revolution has changed the world we live in and not least the physical nature of banking. Digital is rapidly removing the need to deposit and withdraw tangible money and subsequently banking branch networks are in decline or being transformed. Consumers across the globe have embraced digital technologies and mobile devices into their personal and business lives to the point where engagement via online and mobile channels is now considered the norm. In response, consumer behavior has changed and expectations are high, which is transforming how financial institutions interact with their retail, corporate and wealth customers. Banking has been turned on its head and the customer is now in control - this is a fundamental change to the traditional banking model and banks need to change to satisfy customer demands, retain customer relationships and drive profitable growth.
Changing customer behavior
Consumers and corporates want to manage their finances anytime, anywhere and from whatever device they choose to use. They want speed, choice and convenience. Customers not only want to interact with their bank when, however and as frequently as they choose but they also want an engaging, relevant and consistent user experience at every touchpoint.

The shift to mobile
It has been the launch of smartphones and the unprecedented adoption of mobile technologies across the globe which has really become the major catalyst for change. By 2020 the BBA is forecasting that customers will use their mobile to manage their current account 2.3 billion times – more than internet, branch and telephone banking put together.

Many countries are already citing that mobile transactions far exceed any other channel and equate to over 90% of transactions.

However, consumers are not just using mobile devices for banking transactions, but there is also a rapid increase in sales of new products that have been done as a straight through process online or using mobile devices.

Mobile storm
Banks cannot ignore the dramatic shift as mobile is increasingly becoming the consumer channel of choice. However, mobile devices are continuing to emerge, be adopted and updated at a phenomenal rate, and developing applications that run on multiple device types can be complex.

Different devices have different operating systems, there are multiple browser types, screen sizes vary and consumers also want to use device specific functionality.

The implications on speed to market, development and maintenance costs is significant. Banks must have a mobile strategy that takes into consideration the rapid pace of technological advancement and ensure the strategy is agile enough for the future.

Consistency across multiple channels
Mobile may be the preferred consumer channel in many countries, however consumers still demand choice in which channel they use. Established banks should not neglect their traditional channels such as branch, ATM and contact centres and should also consider emerging digital channels such as social media. Whatever channel the consumers chooses to use they want a consistent, relevant user experience coupled with the ability to swap between different channels seamlessly.

Legacy systems
Outdated, product-focused, siloed systems are banks’ biggest obstacle to change. Legacy systems were never designed to be integrated let alone web enabled. The ability to distribute competitive products and services across multiple channels can seem daunting and even incomprehensible. Legacy systems are no longer fit for purpose for today’s banking needs and rising legacy maintenance costs are stifling a bank’s ability to invest in innovation.

Branch transformation
As consumers increasingly perform self-assisted transactions via digital channels the need to physically visit a branch is in rapid decline.

Banks need to re-think their branch strategy and look at transforming branches into customer engagement channels providing financial advice rather than transaction centers.

This approach will result in bank screens being shared with customers, self-service kiosks and financial advisors using mobile devices for face to face customer engagement.
Channels functionality overview

Channel solutions with pre-packaged domain functionality are available for all business lines – retail, corporate and wealth enabling rapid deployment and quick time to market. In addition, an available library of components gives you the flexibility to quickly enhance functionality to fit your specific business requirements.

Temenos also provides an online digital store called ‘MarketPlace,’ which provides a showcase platform for both Temenos and our wider community of Fintech providers. MarketPlace products include widgets, apps, integrations and solutions, all of which can add increased functionality and significant business value to existing Temenos solutions, enabling customers to drive innovation and competitive differentiation.

The underlying UXP (user experience platform) across all Channel solutions is Temenos’ key unique differentiator. The UXP will provide you with a wide range of business benefits including significant improved productivity, operational efficiencies and reduced cost of ownership. In addition, you can be confident that all of your channel solutions will be fully enterprise scalable and provide the high levels of performance and security that are fundamental to business critical applications. Temenos channel solutions are underpinned with a platform that has been designed to embrace future technological advancements and emerging devices. This will enable you to provide your customers with the state of the art banking services that they demand as global adoption of digital technologies continues to increase at an unprecedented pace.
Single, consistent user experience across all channels

Benefits of the UXP

- Multi-host with proven integrations
- Maximum re-use across the enterprise
- Low risk, low cost of ownership
- Highly customisable at front end

- Rapid deployment of pre-packaged solutions
- Integration to Social Media, PFM & 3rd Party Widgets
- Driving innovation with MarketPlace App Store
- Enterprise scalable & secure performance
- Future proofed embracing emerging technologies
Temenos digital banking solutions

- Devices
  - Desktop
  - Tablet
  - Mobile
  - Emerging

- Channels
  - Branch
  - Digital
  - Contact Centre

- Model Bank
  - Retail
  - Corporate
  - Wealth

- Core and Front Office Banking Applications
  - Channels

- User Experience Platform
  - UXP

- Responsive
- Flexible
- Configurable
- Extensible
- Componentized
Temenos digital banking solutions

Componentized model

**Temenos Retail Suite**
- Cheques
- Retail Direct Debits
- Create New Deposit
- Create New Account
- Retail Standing Orders
- additional components...

**Temenos Corporate Suite**
- Bulk Payments
- Make Payments
- Sweep
- Letter of Credit
- Rejected Collections
- additional components...

**Temenos Wealth Suite**
- Chart and Analysis
- Portfolio Analysis
- Trades
- Market Data
- Portfolio Cashforecast
- additional components...

**Common**
- Account Summary
- Alerts
- Make Payments
- Manage Payee
- Messages
- Recent Transactions
- Contact Details
- Deposits
- Loan Details
- Login
- Standing orders
- additional components...
The range of pre-packaged, channel solutions available are:

**Retail Internet Banking**
Retail Internet Banking is a pre-packaged internet banking solution for retail banks. The solution is componentized, very flexible and provides an optimized, user experience fully responsive in design to any device type. Customization of functionality and applying corporate branding is very easy to do in a code-free environment. This solution provides the client with self-service access to their retail banking products enabling them to manage their finances as and when it suits them.

Fully integrated to Temenos’ retail core banking solution it provides a broad range of retail banking functionality such as providing a single view of retail product holdings, management of current and savings accounts, ability to set up and manage domestic and international payments, management of standing orders, direct debits and monies transfers, single view of loans and loan applications, and management of fixed term deposits.

The Retail Internet Banking solution can also be provided, fully integrated, and with an award winning PFM (personal financial management) solution that enables customers to completely personalize their digital banking experience. With PFM capabilities fully embedded into the solution users can easily visualize and analyze income and spending, cash flow, budgeting and savings goals so that they can manage their money more efficiently and make better spending decisions. This enables you to deliver a best-in-class, customer centric digital banking experience to your customers.

**Retail Mobile Banking**
The mobile banking app is a standalone solution providing rich, pre-configured retail functionality. It is fully integrated into Temenos’ core banking platform. Developed using our SmartHybrid technology solution it provides a near native experience, with fully optimized performance and security. It is available for iOS, Android and Windows phones.
Corporate Internet Banking

Corporate Internet Banking is an out-of-the-box online banking solution for corporate banks, designed to offer a self-serve solution that equals a personal banking digital experience. Corporate Internet Banking removes transaction complexity and provides clarity through engaging and intuitive user experiences. This level of ease and empowerment supports not only retention levels but, by providing access to information and mass transaction initiation to your customers, can go towards reducing operational head count.

Corporate Internet Banking enables your corporate customers to have a clear view of all of their accounts. It offers a dashboard approach to consolidate information allowing your customers to view and manage accounts into a consolidated overview of balances and overdraft limits. This summary can be used to launch payments and transfers functionality, payee management, standing orders and direct debits. International trading clients can self-serve their trade finance needs via a full range of trade finance products for both importers and exporters through an intuitive user experience.

Customization of functionality and applying corporate branding is very easy to do in a code-free environment. Using a flexible user role based structure, the Corporate Internet Banking framework allows you to deploy corporate banking product components appropriate to your customers’ needs.

Wealth Channels

Wealth channels is a single, pre-packaged, multi-channel, multi-device solution for multiple user roles including private clients, independent financial advisors and relationship managers. The intelligent, dynamic presentation layer of the UXP delivers the right presentation and functionality depending on the user agent and device being used i.e. desktop, tablet or mobile. Private banking clients are provided with self-service access to their assets and the ability to enter orders anytime and anywhere. Clients are then able to interactively access their portfolios, perform analysis, generate statements, and even input orders or simulations. Clients have access to the same information as their advisors or in their statements. Empowering clients in this way leaves the bank’s staff with more time for more profitable tasks, such as investment advice and sales campaigns.

Relationship Managers can access customer and portfolio information again from whatever device they choose. The solution is highly configurable and can be easily modified to display any data. An intuitive, dynamic user experience is provided combined with rich features including real-time notifications, customer and portfolio data, multi-dimensional positions views, access to transactions and orders, future cash flow and performance analysis and order entry with pre-trade compliance.

The solution is also proposed for access by independent financial advisors, who manage client portfolios and use the bank for execution.
Turning challenges into opportunities

Challenges

- Changing customer behavior and expectations
- To transform from being product-centric to customer-centric
- To achieve 360° single customer view
- Multiple legacy, product-focused siloed systems
- Fast pace of change of technological advancements and devices
- Reducing branch footfall and face to face customer engagement
- Managing a multi-channel, multi-brand strategy
- Increasing competition and declining customer loyalty
- Increasing maintenance costs stifling innovation

Opportunities

- To excel in customer experience and enrich customer interactions
- Deliver anytime, anywhere, any device banking
- Increase customer retention, loyalty and drive advocacy
- Reach out to new customer segments
- Reduce costs, improve efficiencies and boost profitable growth
- Increase speed to market by up to 4 times
- Drive innovation and competitor differentiation
- Capitalise on new market opportunities
- Reduce technology complexity
Benefits of Temenos Channel Solutions

- Rapid deployment of pre-packaged vertical solutions
- Easy to enhance functionality with componentized model
- Flexible, configurable and extendable
- Open integration to 3rd party systems
- Multi-channel, multi-user, multi-brand, multi-language
- Seamless, optimized user experience across all channels
- Fully responsive for all devices
- High performance, enterprise scalability and security
Benefits in numbers

- **95%**
  - maintenance costs reduction
  - (Ovum)

- **15 minutes**
  - to open a customer account
  - (Metro Bank)

- **up to 4 times**
  - accelerated speed to market of new products
  - (Ovum)

- **18 months**
  - to build a Digital Bank from scratch
  - (EQ)

- **8 weeks**
  - to implement Retail Internet banking solution
  - (CB Bank)
Temenos Channels

Summary

Today’s consumer demands choice and convenience in how they manage their finances. They want to be able to access their finances anytime, anywhere and from any device. The smarter banks that adopt Temenos Channel Solutions will provide a superior, optimized user experience across all customer touchpoints. You will also be investing in a user experience platform that will enable you to thrive in this digital era as new technologies and devices continue to emerge fuelling higher customer expectations and demands. It will also provide you with the business agility to quickly capitalize on new market opportunities and drive innovation and competitive differentiation.

More about this product

products

marketplace.temenos.com
temenos.com

Next steps

To hear more on Channels, contact us at sales@temenos.com