Performance Optimisation
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 Optimisation 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.

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 can be general, or alternatively focused on Close Of Business (COB), online or another specific area. 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.

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
Example Results from a Performance Healthcheck

- 32% improvement on daily COB time; down to 3 hours*
- 94% and 95% improvements on EOM/EOQ times respectively*
- Rapid on-site analysis of performance
- Identification of bottlenecks and improvement priorities
- Better performance, lower operational risk, improved user experience
- Transfer of knowledge to client IT & operations team

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

Next Steps

To hear more in-depth information on how this Service could benefit your organisation, please email sales@temenos.com

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: findings are discussed and an agreed set of objectives and measures are put in place. Improvements are also prioritised based on achievability of desired results.

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.

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