



TEMENOS

THE BANKING SOFTWARE COMPANY



TEMENOS
REGIONAL
FORUM

London – 4 July 2019



TEMENOS



Avoiding pitfalls in a complex digital transformation through learning

Bogdan Neacsu
4th July 2019



| WHAT THE MARKET SAYS

Digital tools are accelerating internal change and making it more meaningful*

70%

of all change programmes fail to meet their objectives*

WHY



lack of competence



fear of the unknown



poorly led transformation



inadequate budget and/or resources



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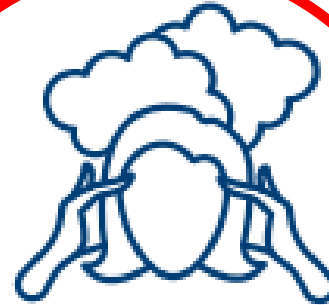
| What banks do



**Build
competence**



lack of competence



fear of the unknown



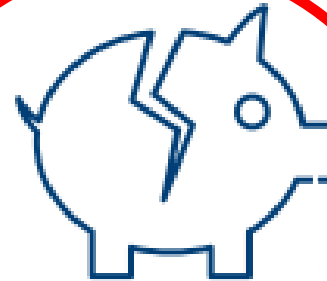
**Enable
learning**



**Manage
change**



poorly led
transformation



inadequate budget
and/or resources



**Optimize
investment**

| What is TLC?

TEMENOS LEARNING COMMUNITY

the primary tool in providing education, training and certification to all employees impacted as a result of an IT transformation journey



| TLC PROPOSITION



TLC ONLINE

Cloud-based, **individual subscription learning** platform, providing unlimited, 24x7 access to official Temenos training programmes and our global expert community



TLC ENGINE

The **digital learning and communication platform**, supports business transformation by capturing and maintaining bank specific operating procedures and content, in order to rapidly upskill and certify their teams



TLC CLASSROOM

Virtual or instructor-led classroom training provided by highly experienced, certified trainers in standard or bespoke formats, delivered both onsite or via public access classroom

TLC ONLINE

Cloud based online access to
Temenos training and certification



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| TLC ONLINE overview



UNLIMITED ACCESS TO ACCELERATE LEARNING

Members enjoy unlimited access all tools, services, training and exams, any time and place.



A SOCIAL LEARNING GLOBAL NETWORK

Build knowledge and your network simultaneously within the expanding social learning community



ANNUAL CLOUD SUBSCRIPTION

Low cost, individual annual membership. With easy set up and renewal process

| TLC Online – 4 Key Unlimited Access Entitlements



Access to official online learning materials



Access to recommended learning pathways



Access to T24 familiarisation sandboxes



Access to unlimited exams;
self invigilation



TLC ONLINE: Example

CLIENT

**+65 Members**

**Challenges**

- ✓ Rapid upskill
- ✓ Technical roles
- ✓ Art of the possible

PARTNER

**+120 Members**

**Challenges**

- ✓ Learning pathways
- ✓ Certification
- ✓ Competency

TLC ENGINE

The bank-specific digital
transformation and learning
platform



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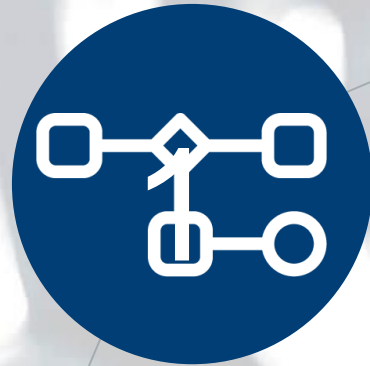
| TLC ENGINE

The bank-specific **digital transformation** and **learning** platform allows you to capture and maintain your **unique** operating procedure and **rapidly** and **comprehensively upskill** your teams



| TLC Engine Components

**Temenos Standard
Operating Procedure**



**Temenos Product
Training Collateral**



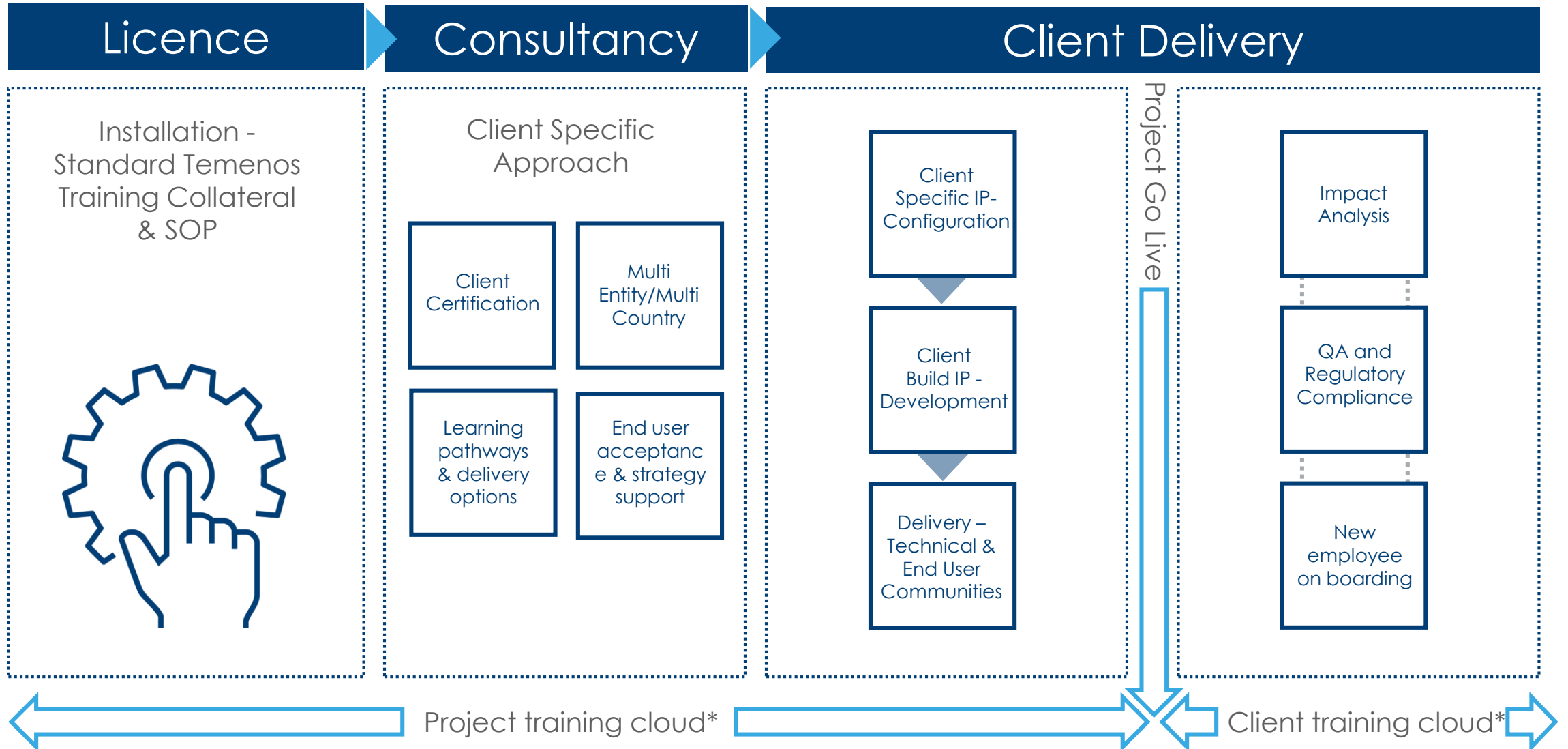
**Client Specific
Solution**



**Expertise and
Consultancy**



TLC Engine



* Optional

TLC ENGINE: Example

CLIENT A



Tier 1



Challenges

- ✓ High attrition
- ✓ Multi-country Rollout
- ✓ Mass Upskill Challenge

CLIENT B



Tier 3



Challenges

- ✓ Complex local development
- ✓ Lack of process knowledge
- ✓ Risk and Compliance: Red Audit

| Impact

EMPLOYEE VALUE

L&D/HR/Change Management



- Greater employee engagement
- Lower attrition levels
- On boarding solution

Technical Team



- Certification tool
- Functional product knowledge
- Single solution for all systems

Project Resources



- Rapid up skill mechanism
- Accelerated On boarding
- Documented competence level

BUSINESS VALUE

Finance



- Greater ROI
- Positive investment
- Single license learning solution

Operations (Back Office)



- Documented E2E Processes
- Includes manual & system steps
- Create client specific processes

Risk & Compliance



- Risk Management
- Regulatory compliance
- Documented audit trail

Thank You

temenos.com/tlc