



# Premium Support Services

Supporting customers in achieving maximum results

## Overview

T24 Transact is a market leading, mission critical core banking application used by more than 500 banks worldwide. Running on a 24x7, 365 day basis, T24 Transact provides uninterrupted banking services for millions of banking customers across the globe. All customers receive our standard-level maintenance package, enabling fast, high-quality resolution of issues. However, challenges such as tight project timelines, changing regulations, increased volumes and T24 Transact skills gaps, are contributing to customers requiring increased levels of support. In response, Temenos has developed three enhanced support packages.

## Premium Support – Summary

Temenos offers Silver, Gold and Platinum packages. These packages were developed in conjunction with the specific needs voiced by our clients, to ensure that they are completely reflective of customer requirements. The factors we have taken into consideration include:

- Dedicated experienced support personnel available onsite
- Access to industry leading practices
- Well-defined Service Level Agreement (SLA) timelines
- A robust and continuous communications model
- Access to additional services such as training or Expert Services
- Pricing

## Benefits

- Optimised Close of Business (COB) times
- Establish up to 99.99% channel transaction efficiency
- Additional, dedicated support for crucial project deadlines
- Reduced risk and increased flexibility to respond to changes in regulation

## T24 Transact Support service offerings

Silver	Gold	Platinum
An introductory package to Premium Support offering key preventive support services including onsite support for milestones, year-end support, performance health check and access to IT Operations Academy.	A comprehensive package ideal for recent go-lives to help achieve optimum use of T24 Transact software in the shortest possible time. Package Includes dedicated onsite support, dedicated offsite support management in addition to the Silver Package.	A complete and unrivalled package that helps meet the stringent demands from business stakeholders in top tier banks. Includes dedicated support both onsite and offsite, dedicated onsite Support Manager onsite, option for stringent SLA timelines, access to Client Architect onsite in addition to the Gold package.
	Plus 2 offerings from training & Expert Services	Plus 3 offerings from training & Expert Services



Silver	Gold	Platinum
<ul style="list-style-type: none"> <li>Onsite technical support</li> <li>Year-end support</li> <li>Annual Performance Healthcheck</li> <li>Training Needs Analysis</li> <li>Dedicated Support Manager</li> </ul>	<ul style="list-style-type: none"> <li>Permanent onsite support</li> <li>Year-end support</li> <li>Dedicated Support Manager regular customer visit</li> <li>Annual Performance Healthcheck</li> <li>Functional or Technical Training course</li> <li>Training Needs Analysis</li> <li>Selection of two offerings from training/ Expert Services portfolio</li> </ul>	<ul style="list-style-type: none"> <li>Permanent onsite support</li> <li>Year-end support</li> <li>Dedicated Support Manager onsite for extensive period</li> <li>Premium SLAs (optional)</li> <li>Annual Performance Healthcheck</li> <li>Training Needs Analysis</li> <li>Functional or Technical Training Course</li> <li>Client Architect available onsite</li> <li>Selection of three offerings from training/ services portfolio</li> </ul>

The Gold and Platinum packages offer additional flexibility to customers with the option to include additional Expert Services and training packages. Each of these additional services, shown in the table above, has been designed and developed to optimise usage of T24 Transact and therefore additional benefits to customers.

Temenos is dedicated to ensuring our customers get the best possible return from their T24 Transact investment, as well as helping mitigate risk and reduce total cost of ownership. Our Premium Support Packages have been piloted and continuously improved over the past two years, to ensure our customers can achieve the best results from their T24 Transact software, whatever challenges they are facing.

### Customer requirements in the Premium Support space

- Challenging project deadlines**  
The need for expert help onsite
- Stretched internal resource**  
At busy periods certain banks need to supplement their IT team with T24 Transact capabilities for providing first-line support
- Operations support requirements**  
Including system management and COB
- Stringent regulatory requirements**  
Reliable system ensuring limited unplanned downtime
- T24 Transact knowledge/skills gaps**  
The need to identify and fulfill training requirements
- Growing volumes**  
The need to maintain optimum system performance in spite of growing volumes

### TRAINING AND EXPERT SERVICES OPTIONS

- T24 Transact Database Conversion Assessment (iBASE to Relational)
- T24 Transact Data Archiving Assessment
- Client Architect Advisory Service
- Business and Technical Induction Training
- Specialist Training in T24 Transact Specific Functional Area
- Guaranteed Access to Subject Matter Expertise



### Next steps

To receive further information on how **Temenos Premium Support** can benefit your organisation, please email [premiumsupport@temenos.com](mailto:premiumsupport@temenos.com)



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