



TLC ENGINE

Our complete digital learning and
change management platform



TEMENOS
Learning Community



When you choose industry leading Temenos software and begin your transformation project, it's right to focus on technical and architecture requirements

But key to a project's success is your staff's engagement, knowledge and ability to utilise your new system to its full potential.



TEMENOS
Learning Community

| WHAT THE MARKET SAYS

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

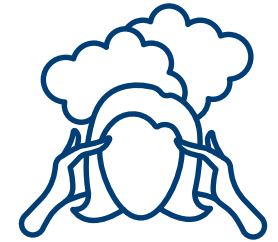
70%

of all change programmes fail to meet their objectives*

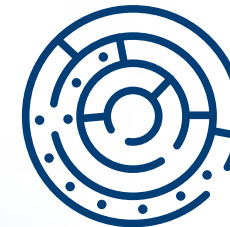
WHY



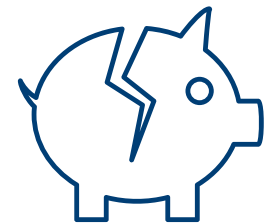
lack of competence



fear of the unknown



poorly led transformation



inadequate budget and/or resources

Sources: *McKinsey and Company

I THE SOLUTION - TLC ENGINE

Our complete digital learning and change management platform

TLC Engine is a digitalized software service that provides Temenos Standard Operating Procedures (SOP), along with official product training material.

One solution provides everything you need to support and train your most important asset... your people.

You get immediate access to the latest standard Temenos business processes, and product training collateral for each of your Temenos modules. But TLC Engine isn't just a fully featured training tool... It's personalized support.

Our experienced change management team will work with you to shape a knowledge management strategy to suit your unique business - from project inception to transformation of business as usual.

TLC Engine isn't just for our award winning products, it can include other systems, meaning that one solution trains everyone, on every piece of software in each business process, It can even include manual steps.

This flexibility makes TLC Engine the right choice for any transformation project, of any size or level of complexity. Beyond your successful transformation project, TLC Engine can be quickly used to update or create new business processes, ensuring your teams stay up to date with changing banking regulations.

As an asset for your business, it remains a fully documented, up to date Training Repository; an essential tool for on boarding new staff.

A software transformation project's success depends on your team's ability to use that software, and TLC Engine provides the mechanism to make your teams feel engaged and positive about the transition they will go through.



INTELLIGENT TECHNOLOGY

TLC Engine is highly configurable, providing a location to record your unique, client specific Business Processes and SOP. Our Engine tool can intelligently link differing technologies, along with manual business processes to provide a complete solution able to train, test and certify our client's teams regardless of location or size of implementation.



INCREASED ENGAGEMENT

TLC Engine can be installed either on premise or within the cloud and is a definitive way for our clients to monitor, control and optimize their Operations, while reducing risk and increasing compliance. Additional benefits include better customer service and increased employee engagement.

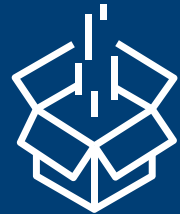


EXPERT CONSULTANCY

Alongside TLC Engine, our expert training consultancy and change team work alongside our clients to help in shaping their complete learning strategy that will support the knowledge transfer needs for all resources - from project inception to business as usual with your Temenos Products and Technology.

| COMPONENTS AND FEATURES

CORE COMPONENTS



'Out of the box'
TEMENOS standard
operating procedure



Official TEMENOS
product training
materials



A single , client
specific software
solution



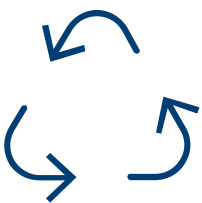
Access to TEMENOS
expertise and
consultancy services

KEY FEATURES



COMPATIBILITY

Intelligently works with
systems outside of the Temenos
products and modules



SELF-SUFFICIENT

Self-sufficiency ensured with
comprehensive TLC Engine
training collateral



END TO END

Create client specific end to end
business processes and SOP covering
all manual and system steps



SOPHISTICATED ANALYSIS

Analysis module delivers rich
MI to client teams



TESTING AND CERTIFICATION

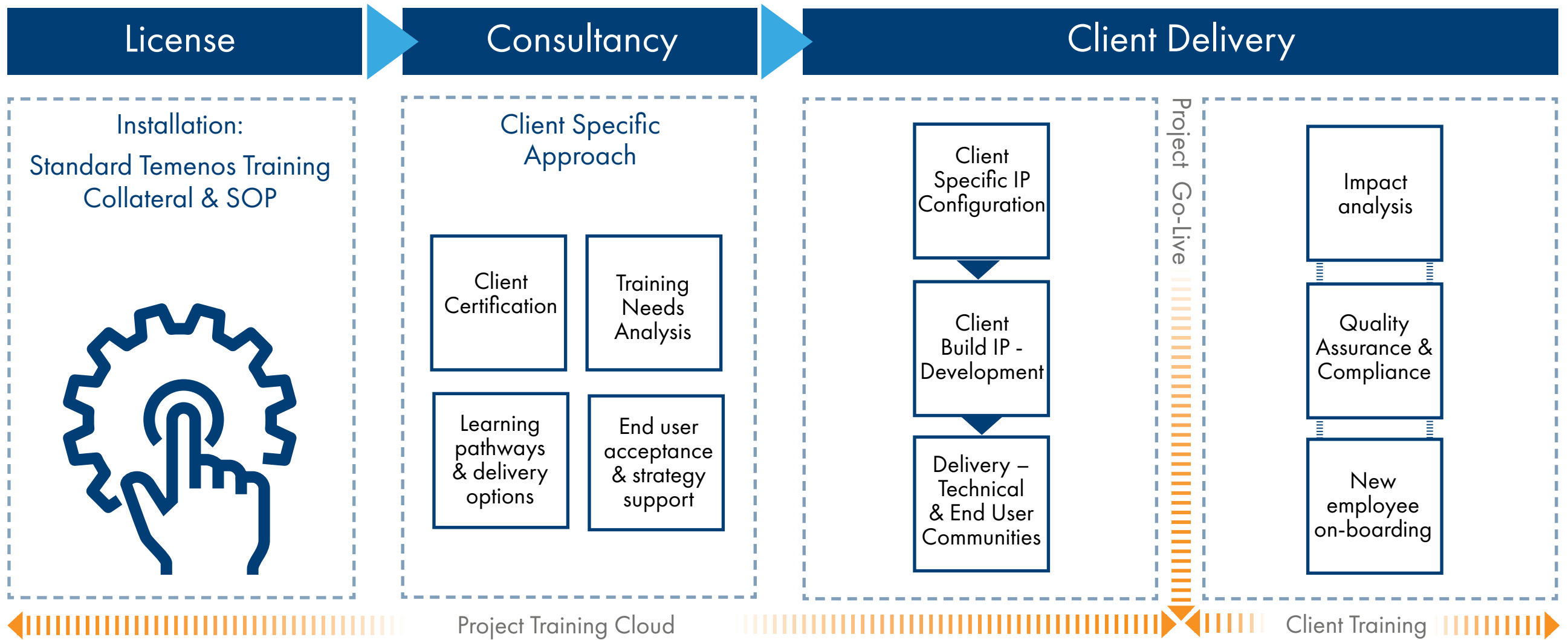
Client specific testing and
certification programmes



REGULATION

Document and manage specific
compliance and regulatory
requirements

I TLC ENGINE MODEL



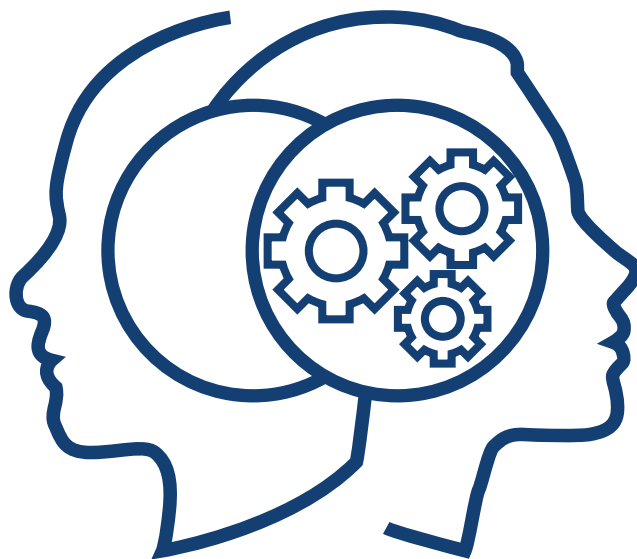
I TLC ENGINE PRODUCT DESCRIPTORS

TLC Engine:

Official Temenos product training collateral and SOP pre-loaded

The TLC Engine is a standalone tool providing learning through recorded screen simulations, tutorial sessions and testing functionality.

With the ability to create client specific end to end SOP including all manual and system steps (including those outside of your Temenos products), it is the perfect solution to support your Change and Transformation programs. In addition, the TLC Engine equips you with our official, Temenos product training collateral. This combination of Process and Product learning material provides the complete solution to your up skilling needs.



ADDITIONAL MODULES



Policy Builder:

Converts regulatory notifications into actionable policies and data

The TLC Engine Policy Builder converts banking regulatory notifications into policies that are then attached to the respective process stage within your TLC Engine. This added level of support is imperative when managing frequently changing Banking Regulations, and also provides rich MI when using the Impact Analysis functionality within the TLC Engine.



Digital Controls:

An extra layer of Risk and Compliance support

The Digital Controls module provides an added layer of Risk and Compliance support. The module acts as a registry for the bank specific controls that need to be put in place, by showing severity levels, probability and mitigation plans. Working with user specific inputs it links controls to activities that are displayed within each impacted stage of the process in a clear and engaging format.

STANDARD TEMENOS SOP CONTENT PRE-LOADED

Out of the box, TLC ENGINE is pre-loaded with simulated Temenos SOP and official training collateral, including:



Corporate Suite



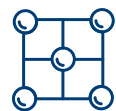
Retail Suite



Wealth Suite



Islamic Suite



Standard Model Bank



I TURNING CHALLENGES INTO OPPORTUNITIES

Your challenges

How can we ensure that employees impacted by change are aware and prepared?

How do we mitigate the risk of manual and inconsistently documented processes?

How can we better understand and measure the knowledge of our employees?

What can we do to reduce the fear of change amongst our teams?

How do we ensure we meet our regulatory requirements?

Our solutions

The TLC Engine provides a complete digital training repository and communication platform



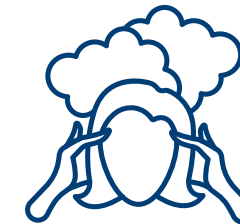
The TLC Engine is a centralized SVOT (Single Version of the Truth)



The TLC Engine is a fully interactive training, testing and management reporting tool



The TLC Engine provides users with communication guidance via role specific training paths



The TLC Engine allocates process owners, has an audit trail and features a real-time update and alert tool



VALUE PROPOSITION

EMPLOYEE VALUE



TECHNICAL TEAM

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



L&D/HR/CHANGE MANAGEMENT

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



RISK AND COMPLIANCE

- Risk management
- Regulatory compliance
- Documented audit trail

BUSINESS VALUE



FINANCE TEAM

- Greater ROI
- Positive investment
- Single learning solution



OPERATIONS (BACK OFFICE)

- Documented E2E processes
- Incorporated manual & system steps
- Creation of client specific processes



PROJECT RESOURCE

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

RESOURCES AND REQUIREMENTS

The details below are provided for guideline purposes only when considering TLC Engine. Specific timescales and requirements are to be discussed and agreed on a case by case basis.

TLC ENGINE TASK	RESOURCE	TIME	PROCESSES
Implementation of TLC ENGINE	2	4-6 Weeks	N/A
Creation of Client specific processes	2	10-12 Weeks	250
Language translation	2	10-12 Weeks	500

| Next steps



Learn more about TLC Engine through our videos at: tem.mn/tlc_vids



Learn more about the Temenos Learning Community on our website at: www.temenos.com/tlc



Arrange a demo: tlcenquiries@temenos.com



Email us for further information at: tlcenquiries@temenos.com

Temenos Group AG (SIX: TEMN), headquartered in Geneva, is the world's leader in banking software, partnering with banks and other financial institutions to transform their businesses and stay ahead of a changing marketplace. Over 3,000 firms across the globe, including 41 of the top 50 banks, rely on Temenos to process both the daily transactions and client interactions of more than 500 million banking customers. Temenos offers cloud-native, cloud-agnostic front office and core banking, payments, fund management and wealth management software products enabling banks to deliver consistent, frictionless customer journeys and gain operational excellence. Temenos customers are proven to be more profitable than their peers: over a seven-year period, they enjoyed on average a 31% higher return on assets, a 36% higher return on equity and an 8.6 percentage point lower cost/income ratio than banks running legacy applications.

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