

# Scale, Grow, and Engage with Temenos

Success Stories  
from Asia-Pacific

**temenos**

Everyone's Banking Platform

# We strive to **MAKE BANKING BETTER, TOGETHER**

Over 1.2 billion people worldwide rely on Temenos for their daily banking needs - 30% of the world's banked population.



**3000 banks** in over **150** countries



**150+ countries**  
on our model bank framework

# Temenos Customers in APAC



**3,000**  clients in **150+**  countries

A woman with dark hair tied back, wearing blue-rimmed glasses and a black and white striped shirt, is smiling and looking towards the camera. She is in a meeting room with other people blurred in the background. A large orange circle is in the top left corner.

# Modernizing customer experience at the digital core



**Headquarters:**  
Brisbane, Australia

**Employees:**  
35

**Customers:**  
3,500

**Products & Services:**  
Temenos Transact,  
Temenos SaaS,  
Temenos Financial  
Crime Mitigation

**Sector:**  
Retail Bank,  
Commercial Bank,  
Challenger Bank

We have high expectations of Temenos, and Temenos continues to meet those expectations by helping us get innovative products to market rapidly.

Simon Beitz  
Chief Executive Officer

## Success Story

# Outpacing Australia's market-leaders with ultra-fast, AI-powered banking services

### Key Business Objectives

- Alex Bank aimed to build a digital challenger bank from scratch, providing customers in Australia with faster, fairer and more flexible financial solutions.
- The bank's mission is to compete effectively against established financial institutions by differentiating on the customer experience.
- It targets enhanced and accelerated retail and commercial banking experiences by removing friction in the customer journey.
- The bank's central objective: achieve lean, ultra-efficient operations, with a cost-to-income ratio of 30% or lower.

### The Solution

- To lay the foundation for next-generation services, Alex Bank selected Temenos Transact on Temenos SaaS.
- The SaaS solution accelerated the bank's core banking implementation while avoiding on-premises infrastructure costs.
- Alex Bank leveraged built-in tools to tailor its banking products to meet the needs and expectations of its target market.
- By combining the capabilities of Temenos Transact with its own AI technologies, the bank can accelerate lending decisions dramatically.

### Why Temenos?

- Temenos offers global reach and a deep footprint in Australia, giving Alex Bank the confidence that it would receive effective support.
- With a flexible, turnkey solution from Temenos, the bank can address stringent regulatory requirements without sacrificing agility.
- Choosing Temenos SaaS eliminates the need for on-premises infrastructure, empowering Alex Bank staff to add value in other areas of the business.



2 mins  
40 seconds  
to delivers loan  
decisions

Trustpilot  
TrustScore of  
4.8/5

66%  
increase in  
deposits since  
launch



### The Implementation Approach

- Working with an expert team from Temenos, Alex Bank leveraged the solution's built-in tools to tailor its banking products to meet the needs and expectations of its customers.
- The bank created custom Temenos Analytics reports to deliver key performance indicators to management and leadership teams, helping to keep business growth on track.
- Using Temenos Financial Crime Mitigation, Alex Bank is minimizing false-positive rates, allowing it to identify fraud while maintaining seamless customer experiences.



### Key Benefits

- Delivers loan decisions in 2 minutes 40, significantly faster than domestic competitors
- Achieves Trustpilot TrustScore of 4.8/5, far exceeding the banking category average of 3.4/5.
- Accelerates customer onboarding, contributing to 2100% increase in deposits and 66% growth in lending since launch.



### Strategic Partnership

- Alex Bank plans to work with Temenos to launch AI-powered mortgage lending decisioning for small business owners.
- Simon Beitz concludes: "Having Temenos as our core banking partner is integral to delivering excellent customer experiences and staying ahead in a highly competitive industry. We're excited to build on what we've achieved with Temenos Transact on Temenos SaaS."

[Success Story on Temenos.com](#)


[Press Release on Temenos.com](#)



 **Headquarters:**  
Bandar Seri Begawan,  
Brunei

 **Total assets:**  
\$2.9B

 **Products & Services:**  
Temenos Transact,  
Temenos Banking Cloud,  
Financial Crime Mitigation,  
Temenos Data Analytics

 **Sector:**  
Islamic Bank, Corporate  
Banking, Business Bank  
(SME), Retail Bank

## Success Story

# Elevating operational efficiency, analytical capabilities, and customer experience through digital modernization

### Key Business Objectives

- Baiduri Bank aims on leveraging on technology to elevate operational efficiency, analytical capabilities and ultimately, customer experience.
- To offer a comprehensive suite of digital solutions including an award-winning mobile banking app and dedicated business digital banking service.
- To offer superior customer propositions with personalized offerings at a fraction of the time and cost.

### The Solution

- The bank will adopt Temenos banking services for core banking, data analytics and financial crime mitigation (FCM) to support its retail and corporate banking, finance and wealth management operations.
- Temenos Banking Cloud allows the bank to progressively renovate its IT landscape using a composable banking approach to deploy new services faster, more cost-effectively, and at scale.
- Temenos Banking Cloud opens up new opportunities for Baiduri Bank by providing instant access to world-class banking capabilities and the flexibility.

### Why Temenos?

- Temenos was selected for its composable architecture and breadth of banking services to meet our current and future needs.
- Baiduri Bank will leverage Temenos open and composable architecture to include other value-added services that complement the lifestyle needs of modern consumers.
- With the support on Temenos, Baiduri bank will be the first bank in Brunei to operate its core banking platform in the cloud under the SaaS model.

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)



Temenos Banking Cloud opens up new opportunities for Baiduri Bank by providing instant access to world-class banking capabilities and the flexibility to consume what we need as we need it.

**Ti Eng Hui**  
Chief Executive Officer



**Headquarters:**  
Taipei, Taiwan

**Employees:**  
6,500

**Total assets:**  
NT\$2.4 trillion

**Products & Services:**  
Temenos Transact,  
Temenos Infinity

**Sector:**  
UUniversal Bank,  
Retail Bank,  
Corporate Bank



Working with Temenos has enabled us to build innovative services that help us to stand out and succeed in an immensely challenging market, and to broaden our customer base.

**Irene Huang**  
Head of Digital Banking Division

## Success Story

# Prospering in an ultra-competitive market by launching first-of-a-kind digital banking services

### Key Business Objectives

- Think outside the box and offer something unique to succeed in the intensely crowded Taiwanese retail banking space—one of the most oversaturated markets in the Asia Pacific region.
- Reach more customers among younger market segments, including High Earners, Not Rich Yet (HENRYs), who typically prefer to transact via digital and mobile banking services.
- Replace limited legacy systems with an advanced platform that would support digital innovation.
- Offer clients the opportunity to access multiple functions through a single mobile app—unlike most Taiwanese banks that provide mobile apps that only allow users to use a single service such as payments or savings.

### The Solution

- Bank SinoPac selected Temenos Transact to modernize its core banking environment and support its operations in Taiwan and overseas in China, Hong Kong, Macao, Vietnam, and the United States.
- Since then, the bank has completed two upgrades of Temenos Transact. The latest engagement provided enhanced API integration capabilities, enabling the bank to launch open banking services.
- Irene Huang comments: “The robust data governance capabilities of Temenos Transact help us comply with stringent local regulations. Plus, the platform gives us the scalability to support AI initiatives launched by SinoPac Holdings, which generate huge volumes of data.”

### Why Temenos?

- Offered a modern systems architecture to transform previous mainframe-based legacy systems.
- Provided a full suite of core banking capabilities, including product development and data governance tools.
- Delivered high-quality services over many years, including effective support for both upgrade projects.
- Continuous rollout of new market-leading functionality helps Bank SinoPac enhance its services.





永豐銀行  
Bank SinoPac

1.5 million  
new digital  
accounts, with  
78% new clients

4.9 out of 5  
rating on Apple  
App Store.

100%  
increase in market  
share



### Key Benefits

- Since the launch of the DAWHO app, 1.5 million customers have opened digital banking accounts with Bank SinoPac, including 78% or 1.17 million, net-new clients.
- User feedback for DAWHO has been highly positive, with ratings of 4.9 out of five on the Apple App Store.
- Bank SinoPac has won more business among younger demographics: the average age of a retail banking customer has dropped from 47 to 33 following the launch of DAWHO.
- The bank has also increased its share of the retail banking market from five to ten percent and achieved a position as number four in Taiwan in terms of digital banking accounts.
- With the latest upgrade, Bank SinoPac achieved a threefold improvement in time to market for new services.



### Strategic Partnership

- Bank SinoPac is now using Temenos Infinity to unify the user experience across all its digital delivery channels—including its e-banking web portal and mobile app, payments app, and DAWHO app. The bank expects to complete the enhancements in the first quarter of 2024.
- Irene Huang concludes: "Temenos has been a very important partner to Bank SinoPac over many years. It's a collaboration founded on great solutions and great support, and we hope it will continue well into the future."

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)





**Headquarters:**  
Sydney, Australia

**Employees:**  
375

**Customers:**  
900,000

**Total assets:**  
\$296M

**Products & Services:**  
Temenos Banking  
Cloud, Temenos Core  
Banking

**Sector:**  
Universal Bank, Retail  
Bank, Corporate Bank

## Success Story

# Creating unique digital offerings for millions of Australian banking customers

### Key Business Objectives

- Bank of Queensland wanted to provide their customers with compelling experiences, quick transactions, and cutting-edge features.
- To create unique digital offerings, innovate faster, and address changing customer expectations.
- To create outstanding digital experiences and help customers reach their financial goals.

### The Solution

- BOQ Group is progressively rolling out the Temenos Banking Cloud across the entirety of the retail banking business lines, with business banking and lending to follow.
- BOQ will benefit from the combination of agility, scalability, and extensibility of Temenos Banking Cloud which brings the unmatched breadth of Temenos' front-to-back banking services
- Using Temenos cloud-based platform enables BOQ to offer superior customer propositions with personalized offerings at a fraction of the cost of its legacy systems, building a competitive advantage and a low cost-income ratio.
- BOQ Group will migrate all of its banking operations across three banking brands – leading regional bank BOQ, and challenger banks Virgin Money and ME Bank in the modernization project with Temenos

### Why Temenos?

- BOQ has completed over four million transactions on the new platform on Temenos Banking Cloud
- The modernization project with Temenos simplifies BOQ's technology landscape by consolidating several legacy systems to a single platform for retail and business banking.
- Temenos provides the world's leading open platform for composable banking, allowing banks and financial institutions to easily assemble, test and extend broad banking capabilities.
- By leveraging the Temenos platform and the benefits of the cloud, we are attracting new customers and driving growth, ultimately improving our competitive advantage.



By leveraging the Temenos platform and the benefits of the cloud, we are attracting new customers and driving growth, ultimately improving our competitive advantage.

Rod Finch  
Chief Product &  
Transformation Officer

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)



## Challenger acquired MyLifeMyFinance in 2021

 **Headquarters:**  
Melbourne, Australia

 **Products & Services:**  
Temenos Transact – Retail Banking, Temenos Infinity – Retail Banking, Temenos Analytics, Temenos Banking Cloud, Temenos Technology - API

 **Sector:**  
Retail Banking, Challenger Banks

## Success Story

# End-to-end digital transformation to provide seamless customer experiences

### Key Business Objectives

- Mylife MyFinance aims to offer an alternative to the 'Big Four' institutions that dominate the Australian retail banking market, by providing fair, ethical, and simple lending and savings products.
- As a niche bank, Mylife MyFinance looks to offer a compelling and market-relevant proposition that compares favourably with larger operators and delivers lasting value to customers.
- The bank targeted the launch of a more engaging, frictionless customer experience, including a faster onboarding process and self-service capabilities for account management and payments.
- Mylife MyFinance looked to modernize its legacy core and digital banking systems, which restricted innovation and scalability, and hampered its ability to address evolving regulations and payment options.

### The Solution

- Mylife MyFinance launched a digital transformation program to replace its multi-vendor legacy environment with an integrated suite of solutions.
- To transform its technology stack, the bank selected Temenos front-to-back banking systems delivered on the Temenos Banking Cloud.
- The solution combines Temenos Transact, Temenos Infinity, and Temenos Analytics to provide core and digital banking and business intelligence capabilities within an Open API-first architecture.

### Why Temenos?

- Temenos offers broader functionality than other vendors, which helps MyLife MyFinance to create a tailored customer onboarding process.
- The Temenos solutions offers rich integration functionality that enables the bank to connect to third-party solutions to enhance its services.
- The bank took confidence from the successful track record of Temenos working on large-scale transformation projects with other Australian and global banks.
- The Temenos cloud-model allows the bank to focus its limited internal resources on customer service rather than managing infrastructure.



The disruption caused by the pandemic meant this was an especially challenging project, but Temenos provided the resources and expertise to ensure success.

Zvonko Balic  
Chief Information Officer, MyLife MyFinance



**92%**  
faster loan  
contract  
document  
compilation

**95%**  
straight-through-  
processing of  
the onboarding  
process



### The Implementation Approach

- Temenos worked with MyLife MyFinance to build an entire new banking infrastructure in the cloud, and migrate customer data to the new systems in just 12 months.
- Temenos integrated the new solutions with the bank's third-party services for cards and payments, document management, fraud monitoring, storage, customer ID verification, and automated credit decisioning for consumer mortgages and loans.
- Due to COVID-19 travel restrictions within Australia, Temenos completed two-thirds of the deployment process remotely.



### Key Benefits

- Allows MyLife MyFinance to offer a stronger value proposition that matches the offerings of the retail banking giants. For example, customer onboarding now takes minutes to complete rather than up to 48 hours with the previous systems.
- 95% straight-through-processing of customer onboarding steps replaces slow, complex workflows that soaked up the time of bank employees.
- Enables the bank to offer customers convenient self-service capabilities for managing their accounts, making payments through a digital wallet, and activating cards.
- The bank expects to accelerate compilation of loan contract documents by 92% with the deployed consumer mortgage and lending solution.
- Will help MyLife MyFinance to address changing regulations and capitalize on emerging opportunities, such as Open Banking and the New Payments Platform initiative in Australia.



### Strategic Partnership

- In early 2021, Challenger, a leading Australian investment company, acquired MyLife MyFinance and is now looking to pursue an ambitious customer growth strategy.
- The bank believes that the self-service capabilities, STP, and scalability of the Temenos solutions will enable it to manage higher application volumes successfully.

[Success Story on Temenos.com](#)


[Press Release on Temenos.com](#)



 **Headquarters:**  
Kuala Lumpur, Malaysia

 **Total assets:**  
\$240M

 **Products & Services:**  
Temenos Banking  
Cloud, Temenos  
Transact

 **Sector:**  
Universal Banks,  
Challenger Banks,  
Financial Inclusion

  
**Temenos Banking  
Cloud enables us  
to bring together  
digital lending for  
conventional and  
Islamic products on  
a single platform  
and seamlessly  
extend to full digital  
banking services. With  
Temenos, we will lead  
the way in bringing  
new and exciting  
digital financial  
products and services  
to all Malaysians**

**Thariq Usman Ahman**  
Deputy CEO, KAF

## Success Story

# Helping Malaysians to recover from the financial impact of COVID-19 with innovative digital lending

### Key Business Objectives

- Malaysian financial services conglomerate KAF is aiming to become a market leader in investment banking, stockbroking, Islamic banking, and fund and risk management.
- KAF wants to meet surging demand for digital banking in Malaysia, where the COVID-19 pandemic has restricted access to branch services and caused economic hardship for individuals and businesses.
- The financial services group planned new digital lending services, including seamless onboarding and origination, and fast, automated loan processing and management.
- Following the lending services, KAF intends to create a full range of user-friendly online and mobile based financial offerings, covering retail, Islamic, corporate, and investment banking.

### The Solution

- KAF looked for a powerful banking platform that would enable the rapid development of new digital banking services, without complexity and at low cost.
- KAF selected the Temenos Banking Cloud and Temenos Transact to support the launch of conventional and Islamic lending services. The choice will make KAF the first Temenos Banking Cloud client in Malaysia.
- Using the Temenos solution will enable KAF to innovate, scale efficiently, and bring new services to market, including asset and fund management, investment banking, and stockbroking products.

### Why Temenos?

- The Temenos Banking Cloud met KAF's specifications for agility and speed, enabling rapid provisioning of new services at the click of a button.
- Using a single platform to deliver both conventional and Islamic financing options will help to optimize operational- and cost-efficiency.
- The exceptional breadth of functionality within the Temenos Banking Cloud was far superior to other options considered by KAF.
- The Temenos solution will enable KAF to continue the digital transformation of its services and sharpen its competitive edge.


[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)



## Success Story

# Modernizing retail and corporate banking with Temenos open platform

 **Headquarters:**  
Hanoi, Vietnam

 **Employees:**  
100

 **Customers:**  
2.36M

 **Total assets:**  
\$7B

 **Products & Services:**  
Temenos Transact,  
Temenos Payment,  
Temenos Analytics,  
Temenos Data Lake

 **Sector:**  
Universal Bank,  
Corporate Banking,  
Retail Banking

## Key Business Objectives

- MSB aims to become a universal bank for the digital 4.0 era on a par with the best and biggest international banks
- To keep pace with the current and future banking needs of Vietnam's largely young and increasingly affluent population.
- To bring innovative new products to market much faster at a significantly lower cost.

## The Solution

- Temenos open platform for composable banking will replace multiple homegrown and legacy systems and transform MSB into an agile, future-ready bank.
- With Temenos core banking solutions for Retail and Corporate banking, including Analytics, Payments and Data Lake capabilities to leverage the power of big data to deliver hyper-personalized customer experiences.

## Why Temenos?

- Temenos has proven technology and local expertise in Vietnam with more than 20 banking clients across retail, corporate and wealth sectors.
- Temenos supporting MSB to meet ever-changing retail and corporate customer demands in a highly competitive market
- Temenos will help MSB to significantly reduce costs, improve customer experience and heighten the bank's competitive advantage.

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)

Revamping our technology infrastructure with Temenos open platform will accelerate digitization and increase automation. Such efforts will help to significantly reduce costs, improve customer experience and heighten the bank's competitive advantage.

Nguyen Hoang Linh  
CEO





**Headquarters:**  
Taipei, Taiwan

**Employees:**  
4,000

**Total assets:**  
\$69B

**Products & Services:**  
Temenos Core Banking,  
Temenos Country  
Model Bank, Temenos  
Payments, Temenos  
Data lake

**Sector:**  
Universal Bank,  
Corporate Banking,  
Retail Banking



Partnering with Temenos and IBM, we can transition to a modern technology platform that will enable us to quickly build customized digital financial products and maximize shareholders' value through agile and flexible operations. The new platform will drive scalable efficiency and ensure SCSB is poised to seize new opportunities in a rapidly changing world.

Alex Lin  
President

## Success Story

# Build customized digital financial products and maximize shareholders' value through agile and flexible operations

### Key Business Objectives

- To provide SCSB customers with more convenient, secure, and diverse digital banking products and services.
- To innovate and improve to stay ahead of the times and our customers' needs.

### The Solution

- SCSB will adopt Temenos core banking, payments, and data lake functionality to support Retail, Corporate, Trade, and Treasury banking, including offshore and domestic deposit and remittance businesses.
- SCSB will also adopt Temenos country model banks for China and Hong Kong to make implementation simpler and more cost-efficient.
- IBM Consulting will lead the SCSB modernization project with implementation partner Nagarro/TechMill.
- With Temenos and IBM, to progress to a modern technology platform that will enable SCSB to quickly build customized digital financial products and maximize shareholders' value through agile and flexible operations.

### Why Temenos?

- With Temenos to enhance the bank's overall competitiveness and allow it to scale more efficiently by running multiple entities and lines of business on a single banking platform.
- Utilizing Temenos platform to reduce IT operational costs and improve its cost-income ratio through automation, simplifying processes and streamlining IT and business operations.
- Temenos' open platform and composable banking architecture will accelerate SCSB's digital transformation, helping the bank embed fintech solutions quickly and embrace open APIs and DevOps practices.
- The Temenos open platform will drive scalable efficiency and ensure SCSB is poised to seize new opportunities in a rapidly changing world.
- Temenos offers the depth of functionality to enable large banks like SCSB to integrate multiple entities with multiple languages and currencies on a single composable platform.


[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)



## Success Story

# Front to back transformation Down Under with Virgin Money


 **Headquarters:**  
Sydney, Australia

 **Employees:**  
<2,000

 **Customers:**  
200,000

 **Total assets:**  
\$210M

 **Products & Services:**  
Temenos Banking Cloud, Temenos Transact, Temenos Infinity – Onboarding & Origination, Temenos Financial Crime Mitigation, Temenos Analytics

 **Sector:**  
Challenger Banks, Retail Banking

## Key Business Objectives

- Bank of Queensland has partnered with Virgin Money Australia. They set out a 5 year technology strategy, including the creation of the standalone Virgin Money Digital Bank.
- Modernize core infrastructure and implement a digital banking platform.
- Offer a seamless digital experience to customers across digital touchpoints for all retail banking products.
- Drive profitable, sustainable growth.

## The Solution

- Virgin Money Australia selected Temenos' front-to-back offering with Temenos Transact, the next generation in core banking, and Temenos Infinity, the leading omnichannel digital banking product covering customer engagement from onboarding, to account servicing, through to long-term retention – all delivered on the Temenos Banking Cloud.
- Virgin Money Australia will consolidate its range of retail banking products onto a single platform, creating a centralized, seamless, digital-first customer experience. Temenos' future-proof technology will also empower Virgin Money Australia to take advantage of artificial intelligence (AI), conversational interfaces and other emerging technologies.
- Standard 'out of the box' solution' will accelerate go-to-market plans.

## Why Temenos?

- Localization through Temenos Australian Country Model Bank enables speed to market.
- The Temenos Banking Cloud has cost and scalability benefits with high security and availability, delivering continuous deployment.
- Strong capability and proven track record - delivering in the Australian market and globally.
- Advanced Cloud technology provides agility to bring new products to market and differentiate the customer experience.
- Long term relationship with chosen delivery partner Deloitte.



By working with Temenos to deliver Virgin Money Australia's new Digital Bank, we've selected a technology partner that has a strong capability and a proven track record in delivering.

**Greg Boyle**  
Virgin Money Australia - CEO





## Reducing client onboarding to just minutes



We are working with Virgin Money and Temenos to imagine, make and run the bank of the future.

**Brad Milliken**

Deloitte Digital Banking partner



### The Implementation Approach

- 'Build and Migrate' implementation used.
- Temenos Infinity Journey manager, Temenos Transact and Temenos Financial Crime Mitigation delivered on the Temenos Banking Cloud. Temenos Analytics delivered on-premise.
- SaaS delivery allows for 100% remote implantation – vital as this project occurred during the covid-19 crisis.
- The new services will be rolled out for Virgin Money Australia customers with transactions and savings accounts in Phase one, term deposit and lending products will come in later phases.



### Key Benefits

- SaaS platform will create simplified digital business model. Will also lower Total Cost of Ownership.
- Innovative banking products brought to market faster, such as savings accounts, and loyalty programs.
- Reducing client onboarding to just minutes.
- Enabling Virgin Money Australia to offer a marketplace of financial services.
- Trusted advisors and dependable relationships with Temenos and between partners.
- Will drive market-leading cost-income ratio and better ROI to shareholders and customers.



### Strategic Partnership

- Bank of Queensland has announced its intention, following the successful rollout of the Virgin Money Australia Digital Bank, to migrate its retail banking business onto the new digital platform.

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)






 **Headquarters:**  
Hong Kong

 **Employees:**  
700

 **Products & Services:**  
Temenos Transact,  
Temenos Analytics,  
Temenos Technology -  
API, Temenos Country  
Model Banks (All  
Countries Supported)

 **Sector:**  
Universal Banks, Retail  
Banking, Challenger  
Banks

## Success Story

# Building Hong Kong's First Multi Cloud Challenger Bank

### Key Business Objectives

- To revolutionize the banking experience by providing seamless digital banking services.
- To challenge traditional banks by designing and building innovative products and services, along with developing a cost-effective and scalable core banking solution.
- To deliver within HKMA's 6 - 12 month timeline. A six-month Sandbox environment to be ready then approval by HKMA post review and audit.
- To connect with Fintech providers for innovation and collaboration.
- Temenos and WeLab's goal was to support and fulfill requirements related to technology risk and compliance under HKMA's guidelines.

### The Solution

- Temenos Transact, the next generation core banking platform with deep and extensive banking capabilities.
- Temenos Analytics, a data and analytics platform with pre-packaged capabilities.
- NuoDB, a distributed database deploying active-active on multi-cloud: Amazon Web Services and Azure using Rancher Kubernetes to achieve continuous availability and optimize utilization.

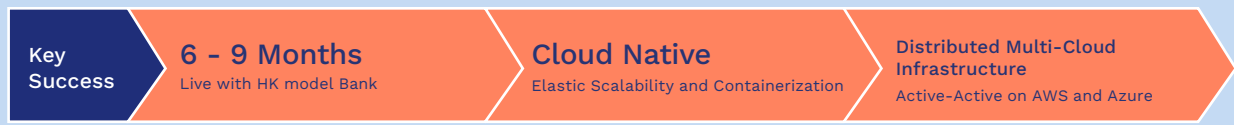
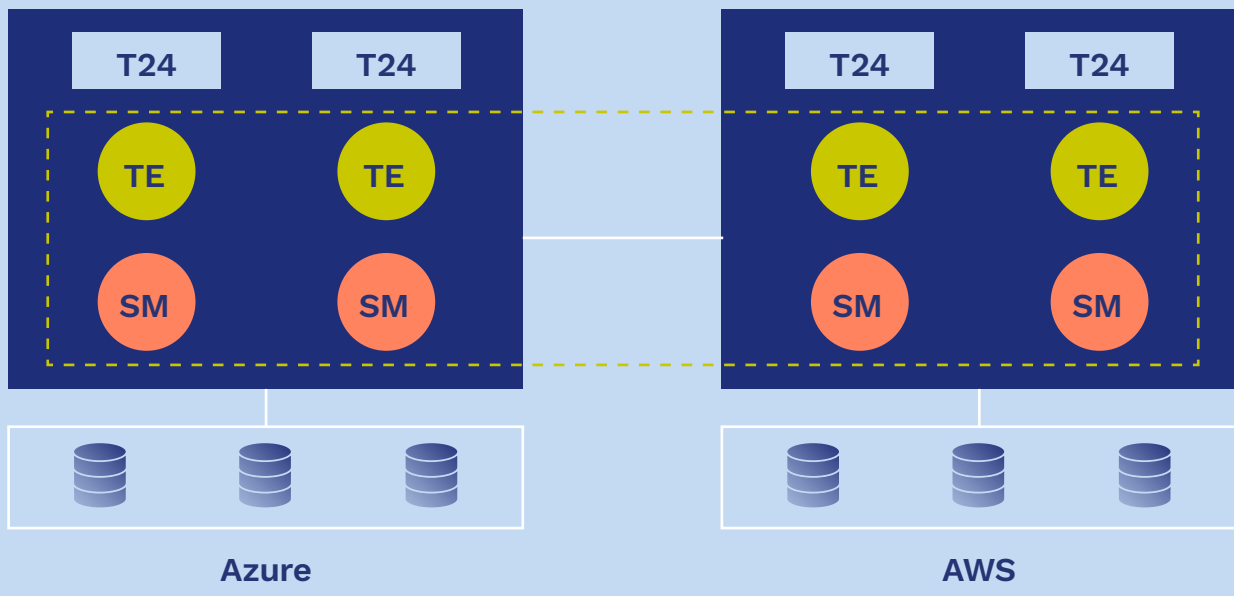
### Why Temenos?

- Temenos empowers WeLab to deliver the banking experience it wants through next generation core banking with Temenos Transact and Analytics capabilities.
- NuoDB delivers a cloud-agnostic distributed SQL database that enables WeLab to deploy an active-active database across multiple clouds.

### The Implementation Approach

- Adopt Model Bank functionality to support compliance and regulation.
- Install a Multi-cloud deployment with NuoDB distributed SQL database.

# From mobile lending to virtual banking for Hong Kong and China



**5 Minutes**  
to open an  
account

**10K**  
**Accounts**  
within the first 10  
days of launch

### Key Benefits

- Create new products with Transact product builder (Arrangement Architecture), enabling faster time to market and added-value.
- With Transact Cloud native capabilities, utilizing elastic scalability and containerization.
- Hong Kong Model Bank configuration to address local practices and regulations.
- Ability to extend banking innovation and services with external parties through more than 400 "out of the box" APIs.
- In as fast as 5 minutes, customers can remotely open a WeLab Bank account with \$0 monthly fees and start enjoying differentiated services.
- The fully digital bank has seen rapid take up with a reported 10,000 account openings within the first 10 days of launch.

### Strategic Partnership

- NuoDB and Temenos' joint solution proposition harnessed the power of leading-edge technology for differentiation the bank against the competition.

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)

# Bringing the power of the **human touch** to digital banking




# Beyond Bank

AUSTRALIA

 **Headquarters:**  
Adelaide, Australia

 **Employees:**  
600

 **Customers:**  
195K

 **Total assets:**  
\$2.9B

 **Products & Services:**  
Temenos Infinity  
– Onboarding &  
Origination

 **Sector:**  
Retail Banking

## Success Story

# Account opening with just a few taps on a phone

### Key Business Objectives

- Beyond Bank wanted to cement its position as one of Australia's largest customer-owned banks by growing its client base and assets under management.
- To improve its customer service and attract new business, Beyond Bank wanted to make account opening a straightforward and friction-free experience, particularly on mobile devices.
- The bank set out to create an omnichannel application and customer acquisition journey for its retail banking products.
- Beyond Bank wanted to quickly digitalize as many of its onboarding processes as possible.
- It recognized that all this needed a highly secure, productive and scalable platform.

### The Solution

- Beyond Bank used cloud native, cloud agnostic, API-first Temenos Infinity – Onboarding & Origination (Journey Manager) to create a single, mobile-friendly onboarding process for nine separate banking products that would be deeply integrated into CRM and other bank systems.
- The new onboarding platform would enable users to complete steps online, before visiting a branch for identity validation if they lacked electronic documents.

### Why Temenos?

- Temenos Infinity allows Beyond Bank to offer new members the flexibility to complete onboarding via their mobile phone.
- The breadth of functionality enables the rapid development of a fast, intuitive account opening journey.
- Simple to integrate with Beyond Bank's third-party core banking and identity verification systems.
- Temenos Infinity's scalable platform will enable the bank to support up to 80 additional account servicing processes.
- Ability for the bank to build and enhance in-house.





**80%**  
**reduction**  
in time to open a  
bank account

**4 Weeks**  
Project to deploy  
MVP to the cloud

## The Implementation Approach

- Cloud-based deployment.
- Following Temenos Journey Manager Delivery methodology, the project went through one design sprint followed by two development sprints. The first customer journey was in production after just four weeks.
- This MVP approach was then iteratively developed with further journeys and enhancements.
- Additional customer journeys were built by Beyond Bank's in-house development team after knowledge transfer from Temenos.

## Key Benefits


- A truly customer-centric, digital engagement strategy, eliminating manual processing across key customer-facing channels.
- 80% reduction in average time required by each customer to apply and open an account.
- Temenos Infinity's platform integrates directly into Beyond Bank's existing systems via APIs, eliminating the need for manual processing.
- Feedback about the new customer-centric onboarding platform has been overwhelmingly positive. Users are enjoying a positive first experience with the bank.

## Strategic Partnership

- Beyond Bank achieved international recognition by winning a Celent Model Bank award for this solution.
- Beyond Bank have used the Temenos Infinity platform to develop multiple customer acquisition solutions, integrated the platform to services inside and outside of the Bank and continue to deploy additional journeys using the rich knowledge gained.

[Success Story on Temenos.com](#)



 **Headquarters:**  
Sydney, Australia

 **Employees:**  
160+

 **Total assets:**  
AUD \$63M

 **Products & Services:**  
Temenos Infinity  
Journey Manager,  
Temenos Banking Cloud

 **Sector:**  
Private Banking &  
Wealth



With Temenos Infinity Journey Manager, we have created simpler, more intuitive and frictionless onboarding journey for advisers and clients which reduced onboarding to an average of just 30 minutes, a massive improvement.

**James Tesoriero**  
Product Development Manager  
– Platform and Managed  
Accounts, HUB24

## Success Story

# Helping clients to access market-leading investment services with faster, seamless onboarding experiences

### Key Business Objectives

- Operating an award-winning wealth management platform, HUB24 aims to offer a first-class user experience to its clients (who include independent financial advisors servicing private and corporate investors).
- Growing rapidly, HUB24 strives to operate as efficiently as possible to ensure resources are available for innovation, sales, and maintaining compliance with increasingly complex regulations.
- The in-house systems used to capture client information during onboarding were time-consuming for users to navigate and led to incomplete information being received.
- To support further growth, HUB24 targeted a simpler and more intuitive onboarding experience for advisers and applicants that enables them to complete the process faster and at less cost per customer, as well as improve internal efficiency.

### The Solution

- Rather than attempting to re-engineer its in-house systems, HUB24 looked to work with an expert partner with proven experience helping leading financial institutions to optimize onboarding of the complex entities typical of wealth products.
- HUB24 wanted a best-in-class solution that allowed them to build customized onboarding journeys for different investors, whether individuals, companies, or corporate trusts.
- To enhance its client onboarding processes, HUB24 selected Temenos Infinity Journey Manager running on the Temenos Banking Cloud.

### Why Temenos?

- Temenos offered deep expertise in onboarding projects and the Australian financial sector and were very supportive throughout the engagement.
- Provided a flexible and simple solution that enabled Hub24 to create intuitive onboarding experiences without requiring specialist technical knowledge.
- The ability to support the onboarding of complex entity types involving multiple-parties, led by an independent adviser that was embedded in the Hub24 platform and was white-labelled as seamless part of a larger solution.
- Through the Temenos Banking Cloud, HUB24 could remove all worries about managing and maintaining physical infrastructure.



# HUB24

**30 minutes**  
for financial  
advisors and  
investors to  
complete  
onboarding

**100%**  
growth in  
new account  
openings since  
the Temenos  
deployment



## The Implementation Approach

- Early in the implementation process, HUB24 and Temenos held face-to-face meetings, before switching to a remote deployment model due to the spread of the COVID-19 pandemic and the introduction of lockdown measures.
- Working together, HUB24 and Temenos built several prototypes and completed several rounds of user testing to fine-tune and optimize the new onboarding experience.
- After nine months, HUB24 went live on the Temenos solution, launching enhanced onboarding processes for many of its existing investment options, with simpler and more intuitive features tailored around the adviser experience.



## Key Benefits

- Reduces time for financial advisors and investors to complete all onboarding and authentication steps from several days to just 30 minutes.
- Inspires greater demand for services and contributes to 100 percent increase in account openings since deployment.
- Improves data quality by collecting all relevant information relating to applicants' financial background and investment preferences.
- Increases operational efficiency, as employees spend less time chasing clients for information and concentrate more on value-add tasks.
- Reduces cost-to-serve and enables HUB24 to process more and more applications seamlessly without having to increase headcount.
- Industry surveys rate HUB24 as offering one of the most impressive onboarding experiences among Australian financial service providers.




## Strategic Partnership


- In future, HUB24 intends to use Temenos Infinity Journey Manager to create seamless onboarding journeys for new investment services, taking tried-and-tested elements to ensure a first-class customer experience from the start.
- James Tesoriero concludes: "Our partnership with Temenos has been an important part of our success in recent years, and we will certainly look to collaborate further as we focus on expanding our market share in the years ahead."

[Success Story on Temenos.com](https://www.temenos.com/SuccessStory)






 **Headquarters:**  
Brisbane, Australia

 **Customers:**  
1.6M

 **Total assets:**  
\$3.2B

 **Products & Services:**  
Temenos Infinity  
– Onboarding &  
Origination

 **Sector:**  
Credit Union, Insurance  
Company, Retail  
Banking

## Success Story

# Helping clients to access market-leading investment services with faster, seamless onboarding experiences

### Key Business Objectives

- Following a merger with QT Mutual Bank, RACQ aimed to become the first automobile club in the world to offer banking services.
- RACQ Bank looked to develop a customer experience that would rival the service offered by mainstream providers and so help it win new business.
- To impress customers at the start of their journey, RACQ Bank targeted an onboarding and account opening process that was fast, simple and user-friendly.
- To ensure customers could complete the process at their convenience, RACQ wanted to offer users onboarding on the device of their choice.
- RACQ had just four months to launch the digital onboarding experiences.

### The Solution

- RACQ decided to implement Temenos Infinity – Onboarding & Origination solutions.
- These would create a seamless, omnichannel journey for customers signing up to RACQ’s banking and insurance services.
- RACQ would use the Temenos Journey Manager platform to build a digital onboarding process for four retail banking products—personal and home loans, transaction and savings accounts.

### Why Temenos?

- Provides a comprehensive toolkit for RACQ to create a user-friendly customer experience.
- Allows in-house developers to build and extend digital capabilities.
- Offers insights into customer interactions to drive ongoing optimization of processes.
- Omnichannel capabilities allow members to interact with RACQ Bank via their channel of choice.
- Enables RACQ to develop a digital presence that competes with more established banks.



RACQ successfully launched a new line of banking products to its customers using Temenos technology. Working with Temenos, RACQ Bank now has the modern banking tools that allow us to offer digital platforms equal to any major bank.

Greg Booker  
CIO, RACQ



**4 months**  
4 integrated  
customer  
journeys

**10% above**  
the bank's  
planned  
business case for  
deposit account  
acquisition



### The Implementation Approach

- Following Temenos Journey Manager Delivery methodology, the project went through design, development and testing sprints.
- A 'Big Bang' implementation was achieved in just four months.
- The distinctive UI/UX was created by a third party and implemented in the Journey Manager template.
- The solutions are managed on an agile change basis. Constant feedback from customers and customer journey metadata is used to continuously optimize the experience. This has resulted in higher conversion rates.



### Key Benefits

- RACQ launched its digital onboarding platform in a matter of months - maximizing the opportunity to offer financial services to members.
- Cloud deployment reduced the technology footprint and overheads for the new bank.
- Integration with the bank's credit decisioning platform and multiple third-party services ensures a seamless customer experience and maximizes STP of applications. This significantly reduces the time to apply across all bank products.
- Analytics measure customer journeys to remove friction points.



### Strategic Partnership

- Internal skills were built through a peer-programming approach between Temenos experts and RACQ developers. RACQ now works largely independently - this delivers cost and speed-to-market advantages.
- RACQ Bank's success has led to the adoption of the platform by RACQ Insurance for applications and claims. This has transformed what were cumbersome processes into ones that are digitized, fully integrated and well above usage expectations.

[Success Story on Temenos.com](#)



## Success Story

# Attracting a new generation of customers with seamless omnichannel experiences


 **Headquarters:**  
Ho chi Minh City,  
Vietnam

 **Employees:**  
18,000

 **Customers:**  
15M

 **Products & Services:**  
Temenos Transact,  
Temenos Infinity

 **Sector:**  
Universal Bank

  
With Temenos  
Infinity, we are  
better positioned to  
deliver the seamless  
omnichannel  
experience that  
younger generations  
expect

**Thach Nguyen Ngoc**  
Director of Application  
Operations Center

## Key Business Objectives

- In Vietnam, more than half of the population is under 35 years old. This young population of digitally savvy consumers expect to be able to bank on the go via their preferred device.
- Digital banking services are therefore a strategic priority for Sacombank, as it aims to capture a greater share of the lucrative millennial and Gen Z market segment.
- To stay competitive and attract more younger consumers, Sacombank aimed to enhance its range of digital services and deliver a truly seamless omnichannel experience.

## The Solution

- Sacombank selected Temenos Infinity to unify the user experience across all channels, including its eBanking web portal and mBanking, mSign, and Sacombank Pay mobile apps, as well as in-branch services.
- Temenos Infinity enables a comprehensive 360-degree customer view, helping Sacombank to acquire, service, retain, and cross-sell to customers on multiple channels and devices.
- Thach Nguyen Ngoc, Director of Application Operations Center at Sacombank, comments: "The system gives us pre-composable services—built on microservices and accessible via APIs—as well as localized capabilities incorporating best practices, which are exactly what we need to build and launch stronger digital experiences for the Vietnamese market."

## Why Temenos?

- The flexibility and adaptability of Temenos Infinity, which provides the tools for developing seamless digital experiences.
- Temenos Infinity's open architecture supports integration with Sacombank's existing systems and external third parties.
- Sacombank is a longstanding user of Temenos technology, having used Temenos Transact for core banking since 2004.
- The strong belief that Temenos has the best reputation, capability, and technology on the market.



## The Implementation Approach

Fast, frictionless user experience across all channels

Faster time to market for digital banking services

Recognized as one of the most innovative banks in Vietnam in 2022

- Sacombank worked closely with Temenos to deploy Temenos Infinity on premises.
- The deployment team also integrated the platform with Sacombank's Temenos Transact environment and other third-party systems. By running Temenos Infinity alongside its existing Temenos Transact core platform, Sacombank benefits from complete front-to-back banking capabilities.
- Thach Nguyen Ngoc recalls: "Temenos helped us to get everything up and running very quickly; the experience of the implementation team really shone through."



## Key Benefits

- Enables Sacombank to create frictionless, personalized customer experiences across all channels—from web to mobile to branch—much more easily than before.
- Reduces the time and effort required to develop and launch new digital banking services.
- Ensures that the user experience is always easy, secure, and consistent—no matter how customers engage with its services.
- Will help Sacombank win more business among younger market segments and strengthen its status as a leading innovator and top-five bank in Vietnam.



## Strategic Partnership

- Sacombank plans to introduce fully digital customer onboarding and origination, eliminating the need for customers to visit a branch when they sign up for the bank's services.
- Temenos Infinity will also help Sacombank connect with e-commerce providers, social networks, and other online services to enhance its value proposition to customers.
- Thach Nguyen Ngoc says: "It's an exciting time for digital innovation in banking in Vietnam, and we are glad to have Temenos on side as a key strategic partner."

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)





## Success Story

# Creating seamless state-of-the-art customer experiences and omni-channel banking

**Headquarters:**  
Hanoi, Vietnam

**Employees:**  
8,538

**Total assets:**  
\$15.7B

**Products & Services:**  
Temenos Infinity

**Sector:**  
Universal Bank, Retail Bank, Corporate Bank

**We are confident that choosing Temenos, the world leader in banking software, will enable us to complete the transformation project in the fastest and most effective way.**

**Do Quang Vinh**  
Deputy General Director,  
and Director

## Key Business Objectives

- SHB aspires to become a leading digital bank in Vietnam in the next five years
- To reimagine how they engages with customers and deliver a consistent, seamless, and frictionless experience across multiple channels.
- By 2025, SHB wanted to rank first in efficiency and technology among Vietnam's commercial banks

## The Solution

- With the digital banking capabilities of Temenos open platform will enable SHB to deliver seamless state-of-the-art customer experiences with highly personalized and AI-supported user journeys.
- SHB will leverage Temenos' open architecture with its combination of APIs, microservices and Micro Apps to create a true omnichannel experience across all channels, including internet, mobile, branches, and ATMs.

## Why Temenos?

- Temenos will support SHB in completing the project transformation in the most efficient and effective approach.
- With Temenos modernized and secure system, SHB will be able to engage existing customers better and attract new customers through a digital banking experience that meets their current and future financial service needs.
- Temenos will accelerate the state Bank of Vietnam's digital transformation with a focus on building a digital corporate culture and investing in IT systems to meet the needs of the Vietnamese consumers.
- The powerful capability of Temenos open platform will support SHB to accelerate its digital transformation initiatives that will differentiate its service and realize its growth ambitions

[Success Story on Temenos.com](#)

[Press Release on Temenos.com](#)



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# Everyone's Banking Platform

- Always building for change
- To power a world of banking
- Creating opportunities for everyone



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Find out how you can thrive using the world's #1 banking software  
Contact us at [apac-contactus@temenos.com](mailto:apac-contactus@temenos.com)

### About Temenos

Temenos (SIX: TEMN) is the world's leading open platform for composable banking, creating opportunities for over 1.2 billion people around the world every day. We serve 3000 banks from the largest to challengers and community banks in 150+ countries by helping them build new banking services and state-of-the-art customer experiences. The Temenos open platform helps our top-performing clients achieve return on equity three times the industry average and cost-to-income ratios half the industry average.

For more information, please visit [www.temenos.com](http://www.temenos.com).

# temenos