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Introduction to TLC Engine

The bank-specific digital transformation
and learning platform



temenos

Everyone's Banking Platform



TLC Engine is a digitalized change management and training software service that provides pre-loaded Temenos Standard Operating Procedures (SOP), together with the official Temenos product training and certification material out of the box in a single, standalone platform.

Once installed, TLC Engine is the perfect solution to support all Temenos clients' change and transformation programs, enabling the creation and documentation of client-specific, end-to-end SOP including all manual and system steps, including processes related to non-Temenos products.

TLC Engine's tools provide training through recorded screen simulations, tutorial sessions, and testing. The combination of process documentation and training functionality provides a rapid and comprehensive upskilling solution to our clients.

It uses flexible, intelligent technology

Installed on-site or through cloud services, TLC Engine is a highly configurable platform, providing a single location to record your banks' specific Business Processes and SOP. TLC Engine can intelligently link differing technologies, including manual business processes to allow your bank to create, capture, and document your SOP from day one. Together with TLC Engine's training functionality, the platform provides a complete solution to manage change and test, and certify your teams regardless of location or size of project implementation.

It helps increase engagement, productivity, and knowledge continuity

TLC Engine offers unlimited access to official Temenos training materials, exams, and certification. Using the training features, your bank can not only ensure that the knowledge and competency levels of your teams grow from day one, but also that the knowledge stays current and is retained within your organisation. Having easy access to training and official certification can help accelerate on-boarding and the general productivity of employees, as they feel more motivated, confident, and engaged, in turn minimizing attrition, increasing employee loyalty, and keeping valuable knowledge in-house.

It is supported by our Expert Consultancy and Services teams

Together with the TLC Engine, our expert training and change management teams work alongside our clients' teams to help shape their complete training strategy to support knowledge transfer needs for all resources – from project inception to business as usual with your Temenos Products and Technology.

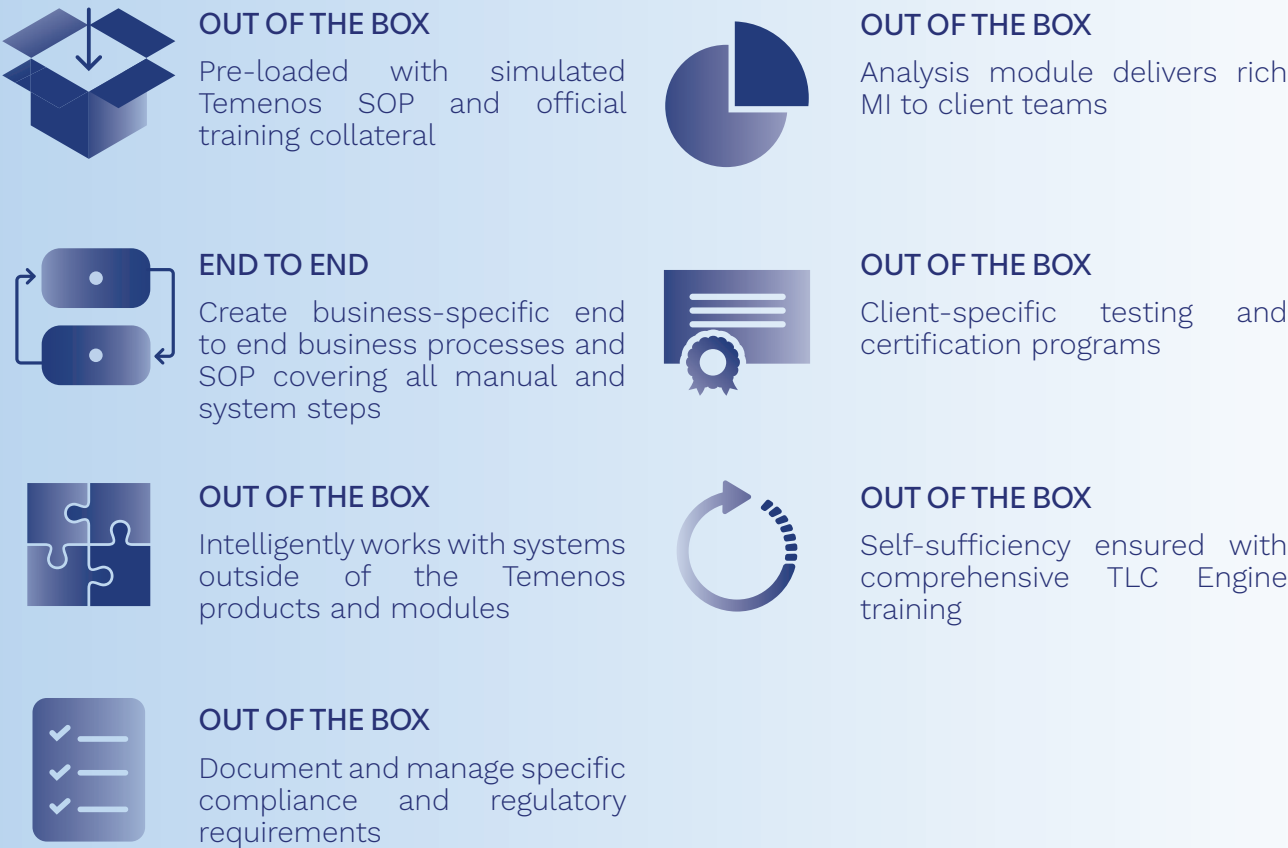
TLC Engine core components and features

TLC Engine offers our clients a singular, flexible solution on which to document, analyze, and monitor your Core banking system, including third-party tools; while on-boarding, training, and certifying your teams, resulting in rapid upscaling, increased productivity and engagement, and ultimately reaching unprecedented levels of self-sufficiency.

Four key components:



Platform characteristics:



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



Turning challenges into opportunities

Your challenges:

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

Your challenges:

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

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

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

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

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

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

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

Benefits

Change Management

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

Bank Employees

- Rapid upskill mechanism
- Accelerated On-boarding
- Documented competence level

Finance

- Greater ROI
- Positive investment
- Single-license learning solution

Operations (Back Office)

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



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



Arrange a demo: tlcenquiries@temenos.com



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