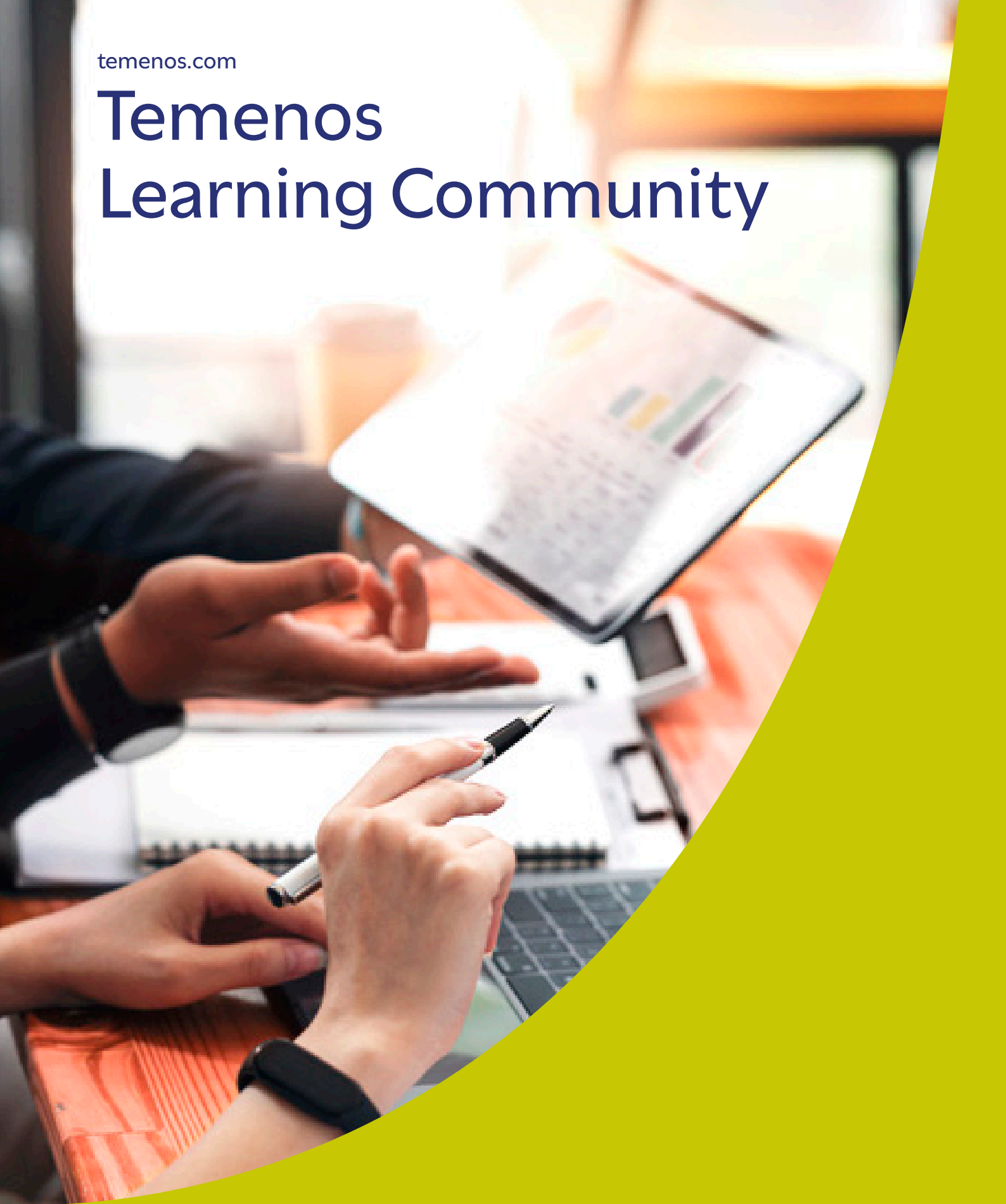


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Temenos Learning Community



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Everyone's Banking Platform

A research conducted by McKinsey & Company shows that

70

of all change programs fail to meet their objectives.



Why do change programs fail?



- Lack of competences
- Fear of the unknown
- Inadequate budget or resources

How can you overcome these challenges and meet your objectives

In order to address these main challenges in driving a successful change project, the most impactful actions that our clients can take are these:



Training Needs Analysis (TNA)



Classroom Training



Bespoke Training

How we address your goals and challenges?

As part of our ongoing commitment to provide modern tools for **learning, training and certification** in financial services, Temenos is the sole provider of banking software that has developed a comprehensive blended learning proposition. This is the **Temenos Learning Community**, or TLC, which is the cutting-edge solution of choice to address all learning objectives of a financial institution that is going through a digital transformation.



What our solution covers?

TLC: Temenos Learning Community



TLC Services

Training services, from needs analysis to instructor-led training delivery



TLC Online

The self-invigilated online access to learning pathways, online courses, training sandboxes, and individual certifications



TLC Engine

Design of the bank - processes and the contextualized learning tools associated to the processes

Features:

TLC Engine offers our clients a singular, flexible solution on which to document, analyse 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.

TLC Services

TLC Services is the new comprehensive set of Temenos training services designed for our clients, and it follows a complete instructor-based learning journey. It starts with the collaborative analysis of the specific training needs of the client, and based on the findings, we create a training plan that contains both standard, off-the-shelf instructor led courses and bespoke material built just for the one client, all the while learners can ask specific questions related to the classroom learning objectives.

TLC Services comprise:

Training needs analysis

- o This service allows for the analysis of the client-specific training needs and delivers a personalized training plan.

TLC Classroom

- o Standardized instructor-led training programs delivered by certified Temenos expert trainers in person or remotely.

Ask TLC

- o Instructor-based training content that is modified to the specific needs of the client as it is identified in the TNA.

Operations:

- o Unitized access to training.

TLC Online

TLC Online is your cloud-based, individual subscription learning platform, providing unlimited, 24x7 access to official Temenos training and certification materials and programs.

TLC Online provides project teams and devopps specialists with access to four key entitlements:

- o recommended learning pathways
- o official online learning materials
- o training sandboxes for Temenos products
- o individual certifications through self-invigilation

So what is the learning journey in TLC Online?



TLC Engine

TLC Engine is the digital adoption platform that is capturing and maintaining the bank specific processes while providing a contextualized learning experience to all users of Temenos products.

The phases of a TLC Engine project are:

- o start with the standard operating processes (the model bank)
- o design the bank-specific processes
- o create the contextualized learning experience
 - training materials
 - tutorials and demos
 - learning pathways
- o generate a bank-specific solution



Benefits:

HR and Learning & Development:

- o Greater employee engagement
- o Lower attrition levels
- o On-boarding solution for end-users

Project Teams and technical resources:

- o Documented competence through certification
- o Scalable upskilling across teams
- o Proven, intuitive learning pathways

Finance:

- o Greater ROI through product knowledge
- o Proven investment
- o Main learning space for all employees

Operations:

- o Access to product collateral and user guides
- o Creates and maintains client specific processes
- o Enables operational excellence through less errors



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