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TLC Services



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Everyone's Banking Platform

TLC Services

TLC Services is the comprehensive set of training services provided by Temenos to partners and clients. In the training process, we start by analyzing the needs of the learner, we identify the learning objectives, and we propose training plans that may contain standard training materials or specific training content. During this entire time, learners have unified access to training through advanced Q&A sessions.

1

Training Needs Analysis (TNA)

The TNA is a process designed to identify training opportunities when a client or partner implements or upgrades a solution using the Temenos technology stack. The goal is to assess how training can help the project run efficiently.

A needs assessment describes the gap between the current skills and the knowledge of an organization and the level it desires. For the TNA, that gap analysis focuses on the roles and responsibilities related to the Temenos implementation project. The TNA produces two deliverables: a Training Strategy and a Custom Training Plan.

2

Classroom Training

Classroom training is the in-person, synchronous training provided by Temenos' expert trainers in a classroom setting. The classroom training is the cornerstone of the Temenos training services, though many times it is part of a blended learning training plan where it also mixes with online training.

The classroom training is conducted by Temenos certified education consultants, either face to face or virtually, and it comes in an 'off-the-shelf' manner, for the standard Temenos product releases. Classroom training is interactive and it provides the basis for classroom of up to twelve (12) learners to become certified in the Temenos products and solutions.

3

Bespoke Training

Sometimes, standard product training needs complementing with personalized training services, and this is where bespoke training comes into play. After the TNA, specific training objectives may surface which need the building of partner-specific or client-specific training material.

TLC Bespoke Training addresses the specific learning needs of our clients and partners, it uses curated content and is based on the Temenos Learning Objects that we have developed as best practices as a result of our experience in training Temenos communities.

In the classroom setting, learners will combine the bespoke training content (learn by seeing) with the personalized product sandboxes in which they will test their knowledge and obtain a hands-on experience with Temenos products (learn by doing).

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Change Management

- o Applied Temenos methodology
- o Personalized learning plan
- o Setup for project success



TLC BESPOKE TRAINING

- o Curated training content
- o Temenos Learning Objects
- o Highly personalized services



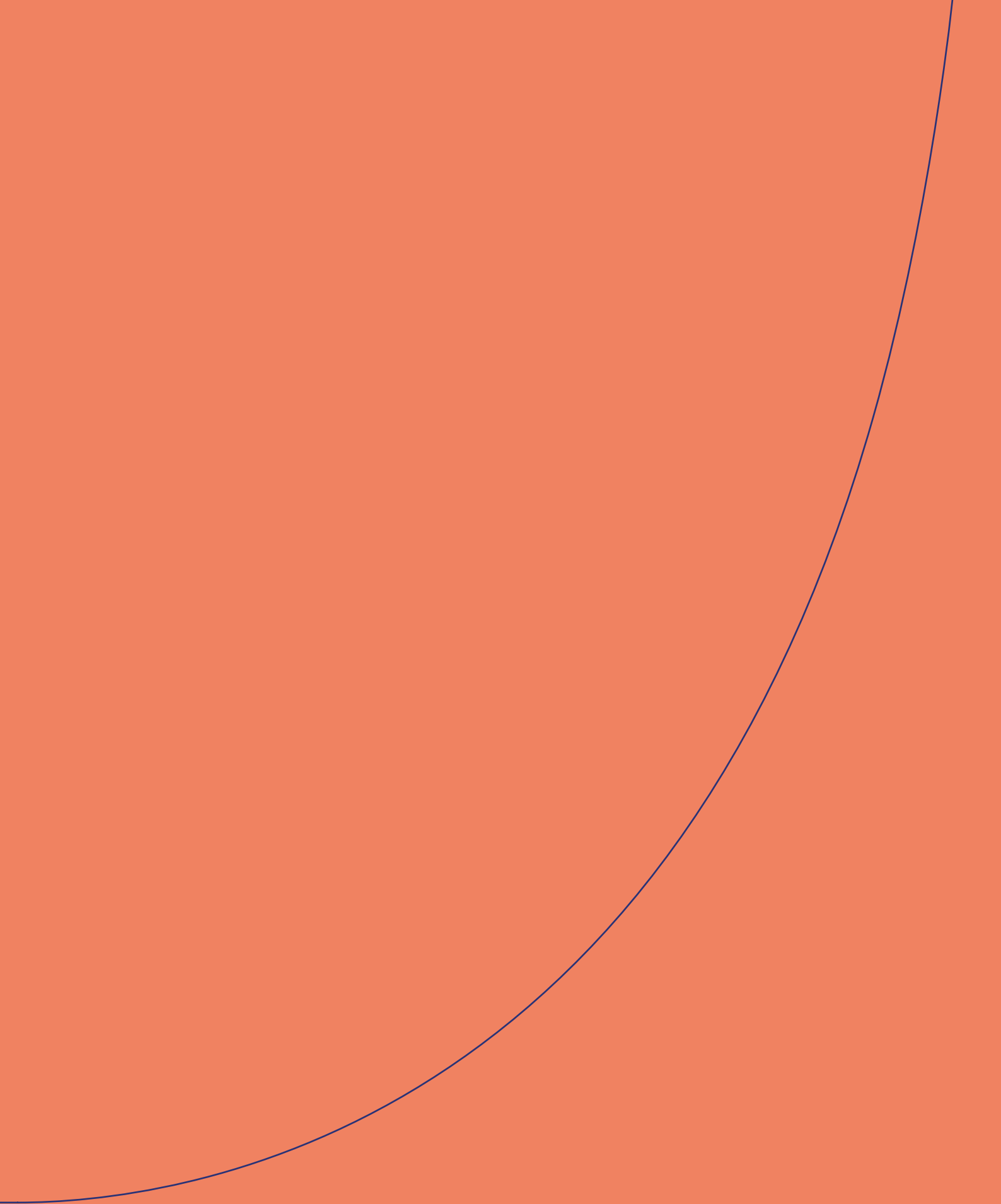
Bank Employees

- o Focused in-person training
- o Scalable delivery
- o Certified Education Consultants



ASK TLC

- o Consultative, intuitive learning
- o Itemized, easily accessible
- o Topic-focused content



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