

Temenos Value Benchmark



What is Temenos Value Benchmark?

It is a strategic survey-based program to examine business performance and value creation enabled by the bank's investment in IT, structured around business and IT metrics and qualitative best practices.

Why is it relevant?

A structured approach to provide insights into our clients' business and IT performance that aligns with the value lifecycle for business-led technology transformation.

How does it work

As a participant, you will receive a report with rich data and insights over 100 pages long. This report is tailored to each participant's specific context and business model based on what is important to them, including regulatory pressures in their region.

The report is divided into three sections:

- Key insights based on trends and patterns
- Drivers of banking performance
- Best practices for running the business better.

The second and third sections provide quantitative and qualitative metric comparisons by domain, so participants can see where they stand compared to the industry average and best in class.

Quantitative data we collect during the remote workshops will be presented to you and compared with the bottom quartile, average and top quartile. This will provide us with a robust data-driven foundation to give you recommendations.

Temenos Value Benchmark performance analysis



Company Profile

	Example of quantitative metrics	Example of qualitative best practices
1 Product Mgt	<ul style="list-style-type: none"> Time to market for new products (weeks) 	<ul style="list-style-type: none"> Capability to run what-if analysis on product profitability
2 Marketing	<ul style="list-style-type: none"> Digital campaign conversion rate (%) 	<ul style="list-style-type: none"> Capability to launch targeted marketing campaigns
3 Sales & Rel. Mgt	<ul style="list-style-type: none"> Customer growth (%) 	<ul style="list-style-type: none"> 360° view on customers
4 Ops & Execution	<ul style="list-style-type: none"> Operations and Execution STP rate (%) 	<ul style="list-style-type: none"> Embedded workflows capabilities for all business processes
5 Payments & Settlement	<ul style="list-style-type: none"> Payments error rate (%) 	<ul style="list-style-type: none"> Single universal solution for end-to-end payments processing
6 Risk & Compliance	<ul style="list-style-type: none"> False positive rate (% of alerts) 	<ul style="list-style-type: none"> Commercially consolidated watchlists for exhaustiveness
7 Reporting & Analytics	<ul style="list-style-type: none"> Self service users (% total FTE) 	<ul style="list-style-type: none"> Managerial decisions supported by facts and data
8 IT	<ul style="list-style-type: none"> IT application spend on Front Office (% IT spend) 	<ul style="list-style-type: none"> Capability to support increasing business volumes

Structured to cover the end-to-end banking value chain covering 8 business domains
Key business process and diagnostic metrics linked to best practice maturity

Testimonials from our valued clients



“Using the technology we have now and with the Temenos Value Benchmark, we are able to pull **data we did not have access to in a meaningful way**; to customize our products and services, to grow market share, and to deliver a reliable and stable level of performance.”



Gregory N. Hill
CEO, ANSA

Julius Bär

“The Temenos Value Benchmark is comparing you with other banks, it has an **operational focus**, and it is **building your relationship with Temenos**. If we do it again over the years, it will give us great insights compared to all the other benchmarks out there.”



Thomas Fehr
COO, Julius Baer



“A great example of the value I got from the Temenos Value Benchmark and why I would **encourage my banking counterparts to participate** in this program, is the metric I received on Page 1 of the report: IT cost as a % revenue. This benchmark metric **paid off immediately as it revealed to me the true cost of my IT** and how I must continue to optimize and automate as I grow my customer base as Canada’s first digital challenger.”



Dan Dickinson
CIO, EQ Bank