

Temenos Solution Brief

Elevate your customers banking experiences



Financial institutions today face mounting internal and external challenges, though shifting customer demands have become tantamount. While competition is fierce and loyalties can be lost in a millisecond, opportunities abound for those who elevate the concept of delightful banking experiences for their customers.

The seeds of success are planted with onboarding new customers quickly and seamlessly. With the support of a trusted provider and the right ecosystem of partners, today's leading banks, lenders, and fintechs can pivot with agility and efficiency to deploy solutions faster and attract more customers no matter how quickly life changes in the ever-evolving banking world.

Industry Story

Attract New Customers

Customers today are eager for banks to offer them innovative financial services. What was deemed conceptual just a few years ago is now par for the course as banking is no longer something people and businesses "do" but is omnipresent along all journeys in commerce. While many are fully aware of what legacy systems do not do, they often overlook the attributes that come from what more modern solutions can do, and that's delivering seamless, omnichannel banking experiences that customers want.

Superior omnichannel banking experiences that are frictionless and easy to use can have positive business ramifications. For example, customers who have great experiences with a bank's app today are:

- 76% more likely to buy additional financial services,
- 63% more likely to continue their relationship with their financial institutions,
- 6% more likely to recommend that financial institution to someone else, and are
- 58% more likely to trust that financial institution.¹

Empowering Customer-Centric Banking

Satisfied customers deepen relationships and drive sustained growth. They expect seamless and secure banking experiences that address their unique needs and goals. If they like what they receive, they'll demand more. Banks that innovate and personalize can expand offerings, enhance cross-selling, and build lasting loyalty. Outdated systems, on the other hand, lead to slow product launches, mismatched onboarding, missed opportunities, and higher churn. However there is a financial upside for those who innovate to attract customers and excel at retaining them as well. Research shows that increasing customer retention rates by just 5% boost profits by 25% to 95%.²

Future-Proofing Banking Solutions

To future-proof their technology, banks must recognize that a win today doesn't guarantee success tomorrow. They need to adapt to change before it arrives, and success here is best assured by partnering with providers who are equally committed to delivering the latest and most effective solutions, updated in real time or as close to it as possible. Since the latest version of the most advanced technologies, infrastructure, product capabilities and platform automation processes in the industry are available, our customers can pivot to whatever change may come their way and adapt accordingly. Thus, they are future-proofed. A single code base for all clients supports this endeavor, streamlining updates and maintaining consistency

By choosing a forward-thinking technology provider, financial institutions gain the ability to innovate, adapt, and secure long-term success in a rapidly changing industry. After all, you can't futureproof with technology from the past.

¹ Source: Temenos - Omnichannel Banking Fact Sheet

² Source: Forbes - Customer Retention Versus Customer Acquisition (linking to <https://www.forbes.com/councils/forbesbusinesscouncil/2022/12/12/customer-retention-versus-customer-acquisition/>)

Our Solution

No one empowers financial institutions like Temenos. Our end-to-end, single-code platform enables banks, credit unions, and fintechs to go to market fast. With best-in-class core banking systems and digital solutions launching new offerings is seamless. Integrated Straight Through Processing boosts efficiency, while low-code/no-code innovation keeps financial institutions of all sizes agile in a fast-changing market.

Attract new customers

- ✓ Deliver omnichannel experiences ensuring seamless journeys from onboarding to servicing
- ✓ Empower customers with self-service capabilities for greater financial control
- ✓ Enhance security and reliability with Temenos SaaS and Cloud solutions, leveraging top-tier security
- ✓ Expand opportunities with the Temenos Exchange network of global and regional technology, implementation, and solution partners
- ✓ Build ecosystems using Temenos' extensive APIs to offer financial and non-financial services around in-house products

Grow your revenue

- ✓ Expand customer relationships by cross-selling new products and services through Temenos Core and Digital
- ✓ Deliver personalized experiences with flexible product bundling and customization through Temenos Core
- ✓ Support growth strategies with Temenos for Universal Banks, enabling quick expansion into new markets and business lines
- ✓ Enhance value propositions by integrating external fintech and third-party services via Temenos Digital

Ensure customer loyalty

- ✓ Ensure long-term agility with an always-upgradable core platform, delivering the latest technology and automation to all clients
- ✓ Empower product innovation using low-code tools like the Extensibility Framework, Packager, and Product Designer for end-to-end lifecycle management
- ✓ Support evolving wealth management needs with Temenos Wealth, integrating self-service investing and hybrid advisory services



Spark More Interest

52%

Faster onboarding times

24%

Faster times to market

29%

Higher customers/FTE



Maximize Potential

68%

Higher cross-sell rate

19%

Faster times to market

15%

Higher customers/FTE



Next-Gen Banking

68%

more IT spend on growth & innovation

700+

APIs

200+

Partners

Let's continue your journey

For more information write to us at sales@temenos.com or visit us at temenos.com/elevate

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