

Delivering client success

A DELIVERY ECOSYSTEM DESIGNED FOR SUCCESS

The Temenos Delivery Ecosystem comprising Temenos Services and our Partner consultants continues to expand, providing the scalable capacity and capability to implement the full portfolio of Temenos Products across all markets and all geographies, and deliver excellence to our growing customer base.

The Temenos Partner Program continued to expand in 2019. The delivery capacity significantly increased in the course of the year, in particular with regard to Infinity implementations. The Temenos Partner Program continues to operate to a detailed due diligence process when onboarding new or renewing existing Partners to ensure that our Certified Partners are able to provide Delivery Excellence in the services provided to our clients. Whilst Temenos continually monitors the market to identify potential new Partners, onboarding is conducted on an invitation only basis to provide value to both our selected Partners and mutual clients.

The value and strength of the Delivery Ecosystem has allowed Temenos and our Partners to deliver over 1,000 successful go lives events over the past four years of which 330 took place in 2019, a year-on-year increase of 97 compared to 2018. The Temenos Partners play a critical role in this continued success story given their increased involvement in the go lives delivered.

In addition to developing Partners certified in delivering implementation services, Temenos has also formed specific programs for Partners wishing to become certified in delivering Development, Migration and Upgrade Services. The Development Partner certification process will be expanded further to support the new Open API structure of Temenos products in the future.

The Community spirit within the Temenos Partner Program is very evident and highlighted by multiple Services Partners working collaboratively to deliver combined successful implementation projects and also our Technology Alliances working with Services Partner colleagues and Temenos to deliver the "Power of Three" which we plan to continue to evolve throughout 2020. This is also critical to the expansion of the Temenos Cloud offerings.

Established to support Partners and clients during Implementation projects The Temenos Project Consulting Service (TPCS) continues to develop and uses lessons learnt from previous delivery engagement to define best practice to be used on delivery engagements. Experienced Project Management and highly knowledgeable Architect-level Temenos consultants provide advice and guidance on the best use of Temenos products and ultimately maximize customer success.

Key to the growth of the Temenos Delivery Ecosystem is the increased demand for knowledge and training validated by consultant certification, which is critical to developing and delivering highly skilled resources able to deliver successful projects. To meet these needs, the Temenos Learning Community (TLC) has experienced a dramatic growth in its number of members who enjoy access to a continually developing prospectus of Temenos courses and supporting certification exams.

Temenos also operates a Centre of Excellence (CoEs) structure, which works to define capacity and capability development plans for new and existing Temenos skills. Access to these CoEs is also offered to our colleagues in the Temenos Partner Program and is further supported by specific Learning Paths defined by the TLC to develop individual consultant roles and detailed product knowledge.

"I am delighted with the performance of our implementation business in 2019, across both our own consultants as well as those of our Partners. With over 6,500 trained consultants worldwide, we are very well positioned to help our clients go live, on time and on budget. We had 330 go lives globally in 2019, reflecting our commitment to client success and proving the excellence of our delivery ecosystem across the entire portfolio of Temenos solutions. We also see an increasing number of our clients leveraging our extensive cloud capabilities to reduce cost and accelerate the speed of their implementations. This is an extremely exciting business areas for us where we are seeing rapid growth."

Colin Jarrett

Chief Cloud and Delivery Officer



Delivering client success continued

THE **FOCUS** FOR TEMENOS SERVICES

As the Services division of a Product Company, our aim is to support the Delivery Ecosystem to continually improve and drive the transformation of the Temenos Implementation and post live services delivery.

Centers of Excellence (CoE) reflecting the Temenos five engines of growth, (Temenos Transact, Temenos Infinity, Payments, Funds and SaaS) have been created. A lead has been appointed for each CoE and they work with the Regional Consulting Managers to focus on building the skills and capabilities required to implement our solutions, both within Temenos and across our Partner network. They also work closely with the product teams during product launches to ensure that we, and our Partner network, are prepared as part of the go-to-market process.

Every Temenos consultant is mapped to one of the Centers of Excellence and the Leads run regular communication events to provide updates and share best practice with its members.

Working with the TLC Division, our Temenos Services Teams take ownership in supporting our Partners in strengthening their Temenos skills base and staying up to date on the latest releases of Temenos software.

Operating as joint project teams, the Temenos Services function is key to helping develop trained Partner consultants into project-ready resources through strategic early inclusion in projects.



TEMENOS LEARNING COMMUNITY

In 2017 Temenos set out to restructure and modernize its training and learning model in answer to the increasing demand for Temenos experts, by making the process of knowledge-transfer easier, faster and more cost effective for our clients and Partners. The Temenos Learning Community (TLC) was created to answer those demands, and during 2019 we have driven continued growth, cementing TLC as the number one provider for all Temenos' educational needs, creating experts at the heart of the Temenos Ecosystem.

TLC Online

We are excited to report that membership of TLC Online has grown some 40% to more than 2,800 subscribers in 2019. TLC Online is our approach to provide accessible knowledge-transfer to the entire Temenos ecosystem including clients, Partners and independent consultants. Subscribers enjoy access to our latest content, sandboxes, learning paths and to the only recognized Temenos certification available.

In the past year, we have seen substantial increases in the activities enjoyed by our members, including a 54% increase in examinations taken, an 89% improvement in the number of members who increased their certification levels, and around 5,500 logins to the TLC sandboxes.

TLC Engine

TLC Engine is our complete digital transformation tool able to train, test and certify a client's team.

TLC Engine brings a business process-led learning experience that provides the ability for our clients to shape and document their own unique standard operating processes. Beyond addressing our clients training needs, TLC Engine is a comprehensive day-to-day operational tool with smart impact analysis and rich auditing capability.

TLC Engine now delivers more than 1,700 standard business process flows describing how Temenos products deliver solutions to our clients.

In 2019 we continued to evolve the proposition, making TLC Engine accessible for our clients and Partners as either an on-premise or cloud-based solution.

TLC Classroom

The TLC Classroom is still a very popular product with our clients and Partners. In 2019 we delivered 670 classroom experiences, which was an increase of 11% over the previous year. Our content level has also increased, with more than 440 courses now available for our ecosystem to access. This is an increase of more than 55% over 2018. This improvement has supported our drive to make our offering more engaging with new componentized content, improved course structures and virtual courses. These improvements have also helped us to relaunch our public access courses in 2019.



TLC ONLINE

Cloud-based, individual subscription learning platform, providing unlimited, 24x7 access to official Temenos training and certification programs and our global expert community



TLC ENGINE

The digital learning and communications platform, that is able to capture and maintain bank specific operating procedures and content, in order to rapidly upskill and certify their teams



TLC CLASSROOM

Virtual or instructor-led classroom training provided by highly experienced, certified trainers in standard or bespoke formats, delivered both on-site or via public access classrooms

Temenos Learning Community continues to engage with all of our expanding ecosystem to put the knowledge-sharing and learning of Temenos products and technologies at the heart of our clients' and Partners' learning strategies.

