



TEMENOS
THE BANKING SOFTWARE COMPANY

Temenos

Customer Support & Maintenance

Temenos Customer Support provides best in class support services to address needs of every client irrespective of the product they have purchased, tier, domain, lifecycle stage or deployment method. To ensure customers can optimize operational risk and efficiency, support packages are offered in three distinct categories; Standard, Dedicated & Proactive Support with multiple options within each.





| How we Address your Goals and Challenges?

Temenos has identified common challenges being faced by many of our customers & the wider industry, which revolve around 3 core objectives: mitigating risk, lowering total cost of ownership and maximizing investment returns. In an increasingly volatile & digital world, customers cannot afford any downtime, have limited patience for a spinning hourglass, and users expect smooth running systems that enable them to be productive. Letting any of these areas fail, can have serious consequences such as increased business risk, regulatory fines, loss of income, higher cost of ownership and potentially loss of market share.

Standard Packages

With different SLA levels to let customer choose what they need based on their budget & criticality of the systems they are running. We also offer customers the option of letting Temenos manage their local development / app customization under a single support window using our **Non Core Support Services**.

- **Dedicated support services** to address the needs of clients who prefer to have resources dedicated to them to exercise more control over priorities. This helps customers: During key phases in their project to obtain the fastest route to incident resolution.
- This is addressed through **Onsite Support Services (OSS)** which can be executed both onsite & offshore.

For customers who are live and require a quicker path to stabilization, we offer our First Level Support “FLS” services that includes complete end to end management of incidents from triage to delivery. FLS also offers other value added services such as COB monitoring, development capability for minor changes & system maintenance functions such as purging, file resizing, indexing etc. Execution of this service can be at both the client premises or offshore.





What Our Solution Covers?

Standard

Premier

Premier Plus

Standard Support Packages – 3 Tiers (Standard, Premier, Premier Plus)

- Included for all clients
- 24/7 helpdesk, incident & SLA management, provided by off-shore shared teams
- Access to new releases of licensed software

Dedicated Support Solutions – Personalised Support

- Problem diagnosis, data verification, minor enhancements,
- Provided by dedicated technical resource(s) on-site or off-site

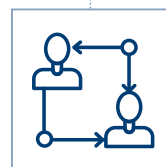
Proactive Support Packages – Value Added Support

- Regulatory Maintenance, Performance reviews, Solution health checks
- Provided by expert technical resource(s)

Features

STANDARD SUPPORT

- Ability for banks to choose the level of service (SLA) they require based on the criticality, complexity & cost of ownership
- Option for supporting customizations under existing SLA structure
- Additional services & features applicable based on the package chosen



DEDICATED SUPPORT

- Personalized support (onsite or offshore) for expediting issues as per client's need
- Higher variants of this package also provide other value added services such as development of minor enhancements, COB monitoring & application maintenance



PROACTIVE SUPPORT

- Productized services such as performance & health check reviews, customer experience analysis & technical upgrade of digital platforms
- Regulatory maintenance, which allows our clients to enjoy certainty that regulatory compliance and key market standard changes will be, applied to their Temenos solutions in a timely manner.



I Benefits

Multiple types & categories of support packages addressing every customer need ranging from enhanced SLAs, dedicated support, performance & system maintenance, year end support, support of customizations, etc.

Clients do not have to invest in building large & permanent application support teams and can address skills gaps using Temenos Dedicated Support Services

Options for clients to stay on older 'end of life' releases by paying a nominal extended maintenance fee

Free access to new releases of licensed software

Access to a full-fledged digital support community with self service capabilities





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Temenos First Level Support service has provided our organization with a great level of flexibility by not only offering us premium level support for our production system but also subject matter resources being made available to assist with key strategic initiatives. The flex model offered with resources has helped ensure there is greater level of certainty on delivery timelines and assisted us in meeting our key business objectives. We would highly recommend any client considering this level of support agreement with Temenos."

Rajeev Shankar,
Vice-President, EPMO & BPR
Coast Capital Savings Federal Credit Union

Get in touch

To find out more about Temenos Customer Support,
[contact us](#)

temenos.com

About Temenos

Temenos AG (SIX: TEMN) is the world's leader in banking software. Over 3,000 banks across the globe, including 41 of the top 50 banks, rely on Temenos to process both the daily transactions and client interactions of more than 500 million banking customers. Temenos offers cloud-native, cloud-agnostic and AI-driven front office, core banking, payments and fund administration software enabling banks to deliver frictionless, omnichannel customer experiences and gain operational excellence.

Temenos software is proven to enable its top-performing clients to achieve cost-income ratios of 26.8% half the industry average and returns on equity of 29%, three times the industry average. These clients also invest 51% of their IT budget on growth and innovation versus maintenance, which is double the industry average, proving the banks' IT investment is adding tangible value to their business.

For more information, please visit www.temenos.com.

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