Everest Group®

Temenos IT Services – Service Provider Compendium 2022

February 2022: Complimentary Abstract / Table of Contents

Our research offerings

This report is included in the following research program(s):
Banking and Financial Services Information Technology, Financial Services Technology (FinTech)

- ▶ Application Services
- ▶ Banking and Financial Services Business Process
- ▶ Banking and Financial Services Information Technology
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- ▶ Locations Insider™
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- ▶ Mortgage Operations

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- ▶ Outsourcing Excellence
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- ▶ Retirements Technologies
- ▶ Rewards and Recognition
- ▶ Service Optimization Technologies
- ▶ Software Product Engineering Services
- ▶ Supply Chain Management (SCM) Services
- ▶ Talent Excellence GBS
- ▶ Talent Excellence ITS
- ▶ Technology Skills and Talent
- ▶ Trust and Safety
- ▶ Work at Home Agent (WAHA) Customer Experience Management (CXM)

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Learn more about our
custom research capabilities

Benchmarking

Contract assessment

Peer analysis

Market intelligence

Tracking: service providers, locations, risk, technologies

Locations: costs, skills, sustainability, portfolios

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Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01
Robust definitions and frameworks

PEAK Matrix®, market maturity, and technology adoption/investment

02
Primary sources of information

Annual contractual and operational RFIs, service provider briefings and buyer interviews, web-based surveys

03
Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests, supports both data analysis and thought leadership

04
Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and service providers

Proprietary contractual database of Banking and Financial Services (BFS) IT services contracts (updated annually)

Year-round tracking of 26+ service providers and annual RFI process

Large repository of existing research in platform IT services in BFS

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, service providers, technology providers, and industry associations

This report is based on four key sources of proprietary information

- Proprietary database of IT services contracts of major IT service providers
- The database tracks the following elements of each contract:
  - Buyer details including size and signing region
  - Contract details including service provider, contract type, TCV & ACV, service provider FTEs, start & end dates, duration, and delivery locations
  - Scope details including share of individual buyer locations being served in each contract, Line of Business (LoB) served, and pricing model employed

- Proprietary database of IT service providers focused on Temenos services
- The database tracks the following for each service provider:
  - Revenue and number of FTEs
  - FTE split by different LoBs
  - Investments in innovation and partnerships
  - Revenue split by region
  - Location and size of delivery centers
  - Technology solutions developed

- **Service provider briefings**
  - Vision and strategy
  - Annual performance and outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- **Buyer reference interviews, ongoing buyer surveys, and interactions**
  - Drivers and challenges for adopting Temenos IT services
  - Assessment of service providers' performance
  - Emerging priorities
  - Lessons learned and best practices

Service providers assessed[1]

1 Assessment for Inlaks, NDCTech, OneAston, Software Group (SG Newtech), and Techmill excludes service provider inputs on this study and is based on Everest Group's estimates that leverage Everest Group's proprietary Transaction Intelligence (TI) database, ongoing coverage of these service providers, their public disclosures, and interaction with buyers. For these companies, Everest Group's data for assessment may be less complete.
The source of all content is Everest Group unless otherwise specified.
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any contract-specific information collected will only be presented back to the industry in an aggregated fashion.

Background of the research

- Global banks have leveraged Temenos as a preferred platform for areas such as core banking, payments, and wealth management. The system integration market for Temenos is experiencing an uptick in demand as banks are moving from legacy to platform-based model at an accelerated pace. Temenos and its partner ecosystem are also investing in building cloud-native Software-as-a-Service (SaaS) architecture along with other digital banking technologies such as microservices and blockchain

- The strategic acquisitions of digital banking platforms, such as Avoka and Kony, have led to a rising demand in digital banking services and an exponential growth of 55% in SaaS-based revenues for the product. The system integration market for SaaS-based Temenos products is also growing in high double digits

- Temenos is also pushing for creating an end-to-end digital banking solution. It is leveraging latest technologies such as APIs, microservices, and open APIs to help banks of all sizes in their core transformation journey, wealth management, and payments. It has also partnered with Salesforce and built hyper-personalized experience across channels to enhance Infinity's digital experience management in line with market demands. Infinity and Wealth Suite are seeing a rise in system integration demand from market with a continued drive for Transact-related IT services

- North America has become the fastest growing region for Temenos IT services, gaining over Continental Europe, and the UK and Ireland (UK&I) region

- Small- and mid-sized banks prefer the Temenos package as it allows them to be agile and nimble, leading to launch of new products and services easily

This report includes the profiles of the following 12 IT service providers featured on the Temenos IT Services PEAK Matrix®:

- **Leaders:** Capgemini, Cognizant, LTI Syncordis, and Tech Mahindra
- **Major Contenders:** Aspire Systems, Luxoft – a DXC Technology Company, Maveric Systems, NDCTech, and Techmill
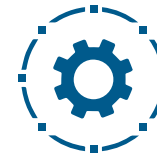- **Aspirants:** Inlaks, OneAston, and Software Group (SG NewTech)
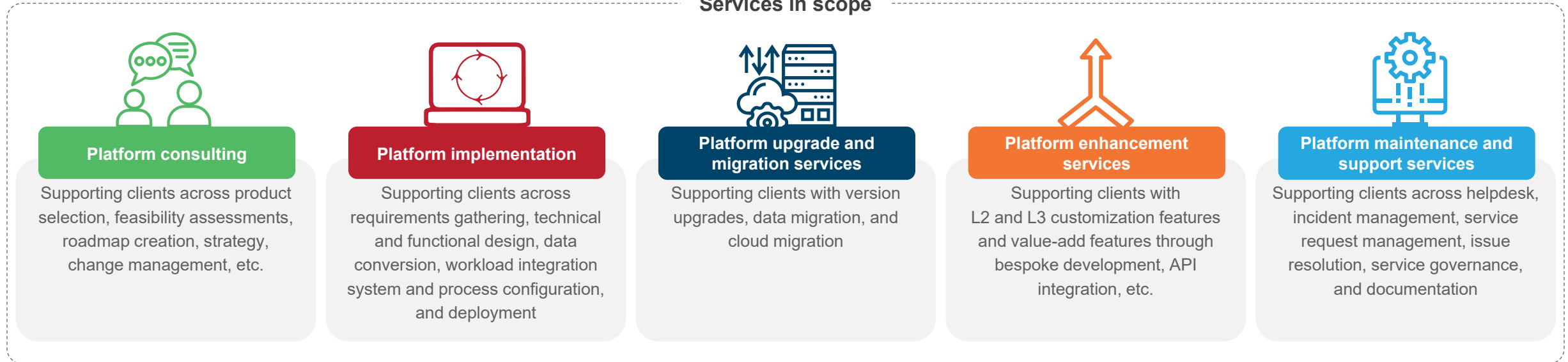
Scope of this report

Geography
Global

Service providers
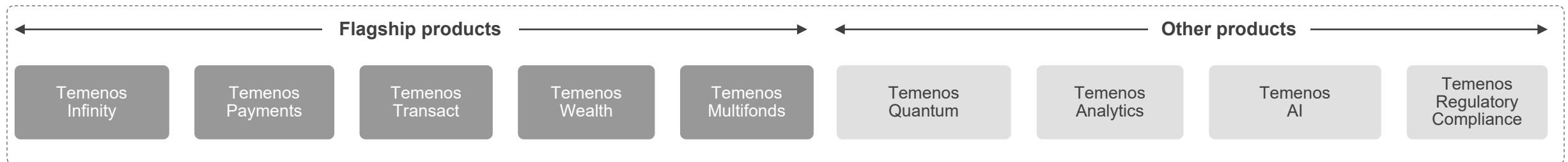12 leading Temenos IT service providers

Services
Temenos IT Services

Definition and scope of Temenos IT services PEAK Matrix® Assessment 2022

Services in scope

Platform consulting

Supporting clients across product selection, feasibility assessments, roadmap creation, strategy, change management, etc.

Platform implementation

Supporting clients across requirements gathering, technical and functional design, data conversion, workload integration system and process configuration, and deployment

Platform upgrade and migration services

Supporting clients with version upgrades, data migration, and cloud migration

Platform enhancement services

Supporting clients with L2 and L3 customization features and value-add features through bespoke development, API integration, etc.

Platform maintenance and support services

Supporting clients across helpdesk, incident management, service request management, issue resolution, service governance, and documentation

Scope of this assessment includes the entire suite of Temenos products:

ILLUSTRATIVE

Flagship products

Temenos Infinity	Temenos Payments	Temenos Transact	Temenos Wealth	Temenos Multifonds

Other products

Temenos Quantum	Temenos Analytics	Temenos AI	Temenos Regulatory Compliance

The Temenos IT services – service provider compendium has over 12 IT service provider profiles

Temenos IT Services – Service Provider Compendium 2022

Service Provider A | Temenos IT services profile (page 1 of 5)
Everest Group assessment – Aspirant

Market impact		
Market adoption	Portfolio mix	Value delivered

Strengths
- Service Provider A is well equipped to position itself as a pre... microfinance institutions, credit unions, and FinTechs by lev... and B Inclusion Accelerator, supported by capabilities in X, ...
- It has successfully integrated Transact with other systems s... among others, making it a preferable partner for enhanceme...
- Service Provider A has invested in cloud deployment and a ... including consulting, integration, migration, enhancements, ...
- It gets a global delivery reach through its parent company, w... over other Temenos service provider at a similar level
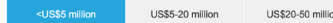
Everest Group® Proprietary & Confidential. © 2022, Everest Global, Inc. | EGR-2022-31-...

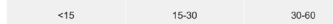Temenos IT Services – Service Provider Compendium 2022

Service Provider A | Temenos IT services profile (page 2 of 5)
Practice overview

Company mission/vision statement
Service Provider A vision is to accelerate financial inclusion by creating XYZ
Temenos services – revenue mix (CY 2020)[1]

<US$5 million	US$5-20 million	US$20-50 million

Number of Temenos services engagements (CY 2020)[1]

<15	15-30	30-60

Ranges for FTEs
Data not available | Very Low (<100) | Low (101-300) | Medium

North America	Europe	Asia Pacific	United Kingdom

Temenos partnership type (as of December 2020)

Not available	Services	Services – upgrade	Services – inclusive

Temenos partnership status (as of December 2020)

Global alliances	Global partners	Multi-regional pa...

1 Everest Group estimates (2021).

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Temenos IT Services – Service Provider Compendium 2022

Service Provider A | Temenos IT services profile (page 3 of 5)
Case studies

Case study 1 | Upgrading core systems with Temenos and Serv...

Business challenge
The bank wanted to upgrade its Temenos core banking platform and install ... lighter version of the vendor's flagship core platform T24 Transact was used ...

Solution
- Service Provider A supported the upgrade to AA version of Temenos R19...
- It also helped the bank deploy XX field application to digitize SFF's field o... installation of selected modules of Priority ERP

Impact
- The program helped the institution achieve greater operational efficiency a... in rural communities
- It also enabled the bank to leverage modern technology solutions to furthe... leading financial services provider to the underserved in Haiti

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Service Provider A | Temenos IT services profile (page 4 of 5)
Investments and product-level details

Top investments to enhance Temenos services delivery capabilities	
Investment	Details
Investment A	Service Provider and lengthy field

Temenos IT Services – Service Provider Compendium 2022

Service Provider A | Temenos IT services profile (page 5 of 5)
Investments and product-level details

Number of engagements and certified FTEs across Temenos products (CY 2020)[1]

Temenos product	Number of engagements (>10, 5-10, 2-5, <2)	Number of certified FTEs (>100, 50-100, 25-50, <25)	Temenos product	Number of engagements (>10, 5-10, 2-5, <2)	Number of certified FTEs (>100, 50-100, 25-50, <25)
Temenos product A	NA	NA	Temenos product B	NA	NA
Temenos product A	NA	NA	Temenos product B	NA	NA
Temenos product A	NA	<25	Temenos product B	NA	NA
Temenos product A	NA	NA	Temenos product B	NA	NA
Temenos product A	NA	NA	Temenos product B	NA	NA

1 Everest Group estimates (2021).
Note: NA signifies – Data Not Available.

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Research calendar
Banking and Financial Services Information Technology

Flagship reports	Release date
Application and Digital Services in Banking – PEAK Matrix® Assessment 2021	June 2021
Application and Digital Services in Banking – Service Provider Profile Compendium 2021	August 2021
Consumer Loan Origination Systems – Products PEAK Matrix® Assessment 2022	December 2021
Consumer Loan Origination Systems – Service Provider Profile Compendium 2022	January 2021
Platforms IT Services in BFS – PEAK Matrix® Assessment 2022	December 2021
Temenos IT Services PEAK Matrix® Assessment 2022	December 2021
Finastra IT Services PEAK Matrix® Assessment 2022	December 2021
Platform IT Services in BFS – Service Provider Compendium 2022	February 2022
Finastra IT Services – Service Provider Compendium 2022	February 2022
Temenos IT Services – Service Provider Compendium 2022	**February 2022**

Thematic reports	Release date
Consumer Lending on the Cloud	April 2021
Cloud in Capital Markets – the Backbone of Digital Financial Infrastructures	May 2021
Deconstructing the digital assets revolution - what can financial institution learn from the meteoric rise of Coinbase	June 2021
BFSI Enterprise Adoption Guide for Low-Code/No-Code Technology – Market Trends and Provider Landscape	July 2021
Decoding the Sustainability Opportunity in BFSI: Deep Dive into the Environmental, Social, and Governance (ESG) Data & Analytics and Technology Provider Landscape	July 2021
Sustainability in Financial Services – the Next Big Opportunity in Data, Technology, and Services	December 2021

Note: For a list of all of our published Banking and Financial Services Information Technology reports, please refer to our website page.

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