

CASE STUDY



60% cost reduction and 99.5% Temenos system availability

A leading Challenger Bank in UK

ENGAGEMENT HIGHLIGHTS



Comprehensive IT tech and operations support



60% Cost Reduction



90% reduction in issue backlog



CHALLENGE

- Configuration was not synchronized across test environments
- COB process delays in test environments due to lack of focus and a smaller internal team
- Manual deployments and unresolved testing issues



SOLUTION

- ▶ Standard Operating Procedure (SOP) was defined and laid for Tech and Operations support
- ▶ A custom system was built for scheduled configuration sync
- ▶ Environment provisioning and deployments
- ▶ 24/7 support was established for testing;



RESULTS

- ▶ 90% reduction in issue backlog
- ▶ 95% issue resolution within TAT
- ▶ 60% cost reduction and 99.5% uptime



Our promise of **Connected Core** helps you to accelerate your next banking transformation by building a connected core designed with reliable solutions and endowed through encyclopedic Temenos proficiency

ABOUT MAVERIC'S TEMENOS SERVICES

Maveric knows Temenos well, as we bring the right mix of solutions, skillsets and approach, backed by our 15 years of strong product stack mastery and encyclopaedic proficiency. Our 400-member strong team of Temenos professionals, orchestrate and articulate, deep functional and technical expertise, across the comprehensive service life-cycle of support, L3 development, upgrade or any core modernization.

We future proof your Temenos suite of applications with our platform led managed service model. Thus, enabling rapid development, deployment and support, to handle ongoing maintenance as well as upgrade and modernization programs.



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