Meeting the challenges of today and the opportunities of tomorrow.
A new age for banking systems.
TEMENOS T24 is the most technically advanced banking system available today. It combines the most comprehensive and flexible business functionality with the most advanced and scalable architecture. This gives it unprecedented power to meet the challenges of today and the opportunities of tomorrow.

**Technology**

It is relatively easy to choose a system that will meet today’s requirements. What is more difficult is choosing a system that has the flexibility and support to meet one’s demands far into the future. Changing a core system is an expensive and time-consuming project and the efficient organisation will do this as infrequently as possible.

Throughout our history, TEMENOS has replaced a significant number of legacy systems. In almost all of these cases this was due to two main reasons. Firstly, the functionality in the redundant system was inflexible and limited. Secondly, our clients were forced to replace their old system due to technical restrictions. Sometimes, these technical restrictions were caused by a proprietary environment (hardware, database, etc.) that had become redundant. Often, the old system was simply unable to cope with increasing volumes.

The replacement projects have brought many business benefits such as increased efficiency and new products, but the fact remains that these organisations would not have chosen to replace the system for these reasons alone.

They were forced into a complex and expensive project. We do not want our clients to experience this ever again. In order to protect them, we have created TEMENOS T24.

**Open Standards**

What do we mean by open standards?

TEMENOS T24 runs on:

- Open hardware
- Open database
- Open J2EE application server
- Open user interface through browser, HTML and XSLT
- Open connectivity through XML and Web Services
- Open C language code
- Open Java development environment

Our system is based on established industry standards as promoted by independent bodies and not on the particular interpretation of these standards by other vendors.

What does this mean for our clients?

Our clients can select the best vendor or environment to suit their own needs whether this is low cost, high performance, local support or any other factor. If this changes in the future, they can switch vendor without altering their investment in TEMENOS T24. This will provide true longevity in their chosen system.
TEMENOS T24 allows you to improve application performance in a linear fashion by adding additional capacity to an existing installation.

What do we mean by scalability?

TEMENOS T24 can support:
- 1,000 transactions per second
- 10,000 signed-on users
- 100,000 signed-on Internet users
- 50,000,000 accounts

We achieve these high volumes through an efficient and scalable architecture that permits our clients to add further low cost servers as volumes expand. They do not need to be constantly pushing the boundaries of their hardware with all the risk and expense that this entails.

The power to handle every eventuality.
All finance and banking systems available today have a traditional approach to their client’s daily close of business. This entails having an end of day batch run. All systems except TEMENOS T24, that is.

At TEMENOS we have completely eliminated the closed batch run that has caused problems for financial institutions and organisations as they have entered the world of 24-hour service. The organisation and its clients can continue to process business seamlessly as the date change occurs. This also significantly increases the scalability of the system because legacy systems have usually been constrained by the length of their batch run. TEMENOS T24 has no batch run and therefore there are no constraints.

**Local Development**

All solutions offer some degree of independence from their supplier. For example, the client will use parameters to define their charge tariffs and interest rates without needing support from the package supplier when these simple product conditions change. However, as your demands become more complex, simpler packages will not offer the flexibility necessary to support all the changing requirements. You will be forced to turn to the package supplier for support, introducing delay and cost to the change process.

If you so wish, TEMENOS T24 offers the unique possibility of extended independence from TEMENOS. This extended independence is called 'selective autonomy'. Selective, because you choose your level of independence depending on your requirements and also on your willingness to invest in learning the tools and facilities that TEMENOS T24 offers.

These tools encompass powerful functions such as input and enquiry designers and database extension designers to develop your own Java classes. TEMENOS T24 itself may also form part of a wider and standard systems environment because its full range of functionality and data are exposed through standard industry protocols.
Financial institutions know better than anyone the opportunities and the risks they face in a constantly changing and competitive environment.

TEMENOS does not claim to have all the answers. However, we believe that our Company, Products and Services provide the platform, functionality and architecture to meet the immediate needs and more importantly the future needs of the financial industry. With over 300 financial institutions using our software, we have gained a broad and unique insight into these difficulties and issues:

- As advisors, financial institutions must offer the latest information and services through an increasingly complex set of products. They must have immediate access to this information and be able to adapt their systems to manage the rapidly changing market opportunities and risks.

- As service providers, financial institutions must be able to launch increasingly complex products within a short ‘time to market’. This can only be achieved with an open, adjustable, robust, and functional platform. Delivery channels must handle the expanding types of services provided by the financial institutions to their customers.

- As lenders now face deregulation, the challenges include a growing number of specialised lending companies and products. With globalisation the small to medium financial institutions face increasing competition from large corporations.

- As risk managers, financial institutions are challenged by market volatility, corporate irregularities and troubled capital markets which have shaken the banking industry and highlighted the dangers of poor risk management. Traditional risk systems can’t capture the inter-relationships between various risk types across geographies, departments and lines of business. In addition, the new Basel Capital Accord is driving financial institutions to adopt more comprehensive risk management systems in order to survive and succeed.

While financial institutions were traditionally grouped into one of several business areas such as Wholesale, Private Banking or Retail Banking, we believe the trend today is very much focused on:

- International financial institutions where the challenge includes multi-site rollout and global consolidation. To guarantee their market share and to provide control they look to technology and a partnership with their supplier to support these constant innovations - this includes business line organisation, banking services outsourcing, Straight Through Processing (STP) capability, and integration after mergers and acquisitions.

- Smaller specialised financial institutions that rely upon efficient, cost effective and sophisticated business solutions. Typically these financial institutions demand a high level of professional service and support from their supplier.
Specific business areas within any financial institution (Departmental solutions) requiring sophisticated software functionality, with full real-time integration and interoperability with other information systems and databases. The Information Technology group within a financial institution expects best of breed application software allied with industry standards to ensure robust and secure integration.

Medium to large ‘retail’ outlets face ever increasing competition with the opening of global markets, and recent regulatory changes. They look to counter this challenge with modern, cost effective systems. These systems need to provide an innovative and reliable platform on which to offer competitive products. One of the most important factors for these financial institutions is to change their focus from a product-centric approach to a customer-centric model with customised services in order to increase revenues from existing clients.

Virtual financial institutions that base their growth on aggressive marketing and the latest technology, providing huge reductions in overheads. This is a growing trend and these financial institutions look to vendors who share their vision to both establish and support this dynamic banking initiative.

With the complex array of business objectives these institutions have relied on one of two approaches towards solving their system automation problems.

The in-house solution. This solution has evolved over many years and now provides institutions with a customised but costly solution, which is difficult to maintain and re-engineer.

The software packages of a general and unsophisticated nature. This solution left a gulf between the requirements and the functionality offered with little, if any flexibility. Financial institutions were not then able to control, enhance or indeed understand the internal processing and mechanics of the system.

Having learnt the problem of in-house systems and the ‘generic’ software package, financial institutions have two options with today’s suppliers:

- A best of breed approach with stand-alone, bespoke software interfaced to the core banking application using middleware/data warehouse or point-to-point specific interfaces.

- An integrated package with the flexibility to be customised and enhanced without relying upon the software vendor.

Both of the above provide an ‘open systems’ approach supporting sophisticated and reliable systems integration. TEMENOS T24 supports both approaches and provides unparalleled flexibility for supporting business models and systems flexibility.
Each decade has seen a major revolution in products, processes, markets and regulations. This revolution is not about to stop or even slow down.

The only option is to adapt, change and evolve.

It is therefore essential that a financial institution's systems can support this progress.

TEMENOS understands all facets of the markets' changes and challenges. Through TEMENOS T24, we deliver a solution to achieve these goals.

TEMENOS T24 is not a collection of features or products but the expression of our deep understanding of banking, derived from many years of experience.

**Why re-invent the wheel?**

A few years ago the fashion was to have dedicated systems for each business task. De-centralised business operations deployed applications with limited scope to solve a particular problem. This approach was appropriate when budgets were large, but meant duplicating many business processes. It also entailed increased maintenance and increased total cost of ownership, which is simply not acceptable today. A further complication arose in getting these disparate systems to interact and this complication increased cost, risk and complexity whilst simultaneously decreasing efficiency and speed of change.

The key disadvantages inherent with multiple systems, connections and platforms are that changes become prohibitively slow, expensive and high risk.

This is not a problem faced by customers of TEMENOS T24.

Beyond the advantages of flexible, scalable and open technology our clients have relied on TEMENOS T24’s clear and constant architecture.

TEMENOS T24 provides all the common processes in a central ‘core’ which includes financial institution-wide functions such as risk management, management information and accounting.

Being centralised, they provide a homogenous view of the entire financial institution. This increases management efficiency, reduces overheads and ensures quality and security.

In addition to the core are a broad and comprehensive range of business functions that are specialised and functionally rich. With a common look and feel, all applications act in an identical way. With a few simple navigation skills clients can explore the entire system with the confidence that each area will be familiar and easy to understand.

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Navigating through a complex world.
The customer is the heart of any financial institution, the customer is at the heart of TEMENOS T24.

**Centralised Common Processes**

TEMENOS T24 brings all essential and common functions into the heart of the system. Grouping these functions together allows the business application to provide the greatest functionality for the specific business need.

**Customer Relationship Management**

The customer is the heart of any financial institution and is the heart of TEMENOS T24. Customer information is created only once and all activities, business, history and contact are based on the unique customer profile. This enables the institution to have an immediate, real-time and complete view of the customer at all times.

In addition to the streamlined management of customer information, centralised customer management allows product-wide views of customer activity, holdings, and exposures. With TEMENOS T24 a complete customer view is at your fingertips and is coordinated across your institution.

**Process Management**

In any institution the need to efficiently define, manage and execute standard processes is fundamental. With tools for the definition of workflow plus full-featured capabilities for image and document management, the most complex requirements are easily supported. Whether capturing scans of identity documents during account opening or defining and executing complex Loan Origination processes, TEMENOS T24 Process Management tools can define, manage and capture the process and required data.

**Risk Management**

Accurate and complete understanding of risk enables the financial institution to control its positions and to competitively price its products. The TEMENOS T24 core offers flexible risk management support for market and credit risk. It includes real-time positional analysis including gap, sensitivity and VaR. Credit risk includes comprehensive risk structures covering all products with full, real-time updating.

A strong collateral and margin system also supports collateralised lending and margin trading.

**Connectivity**

Since the very first banking applications, it has been crucial that systems can interact. That is why TEMENOS T24 supports not only technical connectivity but also business messages and data. From price feeds and deal capture to SWIFT messages and local clearing, TEMENOS T24 has unmatched flexible connectivity. With this central connectivity comes application-wide access without the need to re-implement similar connections across all business areas.

All our connectivity options are technically advanced and exploit the latest standards such as XML-based messaging and web services. This makes connections simpler and less expensive to develop and more reliable in operation.
With an open reporting schema TEMENOS T24 can meet any reporting requirement.

Banking operations can require sophisticated corporate structures to comply with local regulations and banking practices. To achieve this and maintain economies of scale in processing is a priority. TEMENOS T24 handles multi-company, multi-branch and multi-currency corporate structures within one installation. Consolidated processing of transactions with separate legal entities can be achieved with full security and audit from transaction posting to enquiries, significantly reducing operational overheads.

These structures operate on a global ‘follow the sun’ basis offering true 24/7/365 international operations, complete with global and real-time constant risk and position management. TEMENOS T24 is the only system to offer this level of support for global operations.

TEMENOS T24 offers extremely flexible and powerful multi-currency accounting facilities, based entirely upon your needs. TEMENOS T24 automatically maintains general ledger information at whatever organisational level specified. This avoids the necessity to manually open and maintain general ledger accounts and ensures that the financial accounting automatically reconciles with the underlying business. TEMENOS T24’s reporting tools produce the standard accounting reports such as balance sheets, profit and loss statements, trial balances as well as more sophisticated account management information.

With numerous reporting requirements, a centralised reporting infrastructure can significantly reduce the effort and manpower required. With an open reporting schema TEMENOS T24 can meet any reporting requirement.

TEMENOS T24 handles regulatory reporting and automates the production of legal and regulatory reporting for financial institutions, while ensuring its accuracy and integrity.

The full range of reports for areas such as management, head-office, internal reports, Central Financial institution and customised ad-hoc reports can be produced and amended as required.

TEMENOS T24 is constantly updated to the latest regulatory requirements such as Basel II and International Accounting Standards.
TEMENOS T24’s Management Information system is a comprehensive and institution-wide data warehouse specifically designed for providing information on positions and profitability encompassing a wide variety of views such as customer, department, officer and product.

Profitability is shown net of funding and operational costs, enabling the institution to clearly derive and understand the true contribution that each customer, department or product is making to the bottom line.

Management Control, and Audit

With TEMENOS T24, security does not have to be a burden. All staff members have a profile, which defines permitted access and functionality. Once signed on, TEMENOS T24 checks each activity against the profile to determine validity, ensuring unacceptable attempted actions are prevented and recorded.

For each profile, permitted activities may be defined according to a combination of company or branch, business area, function or customer. This means that it is possible to specify precisely which information may be accessed.

Centralised Access Control coupled with activity limits and defined authorisation make TEMENOS T24 ideal for reducing operational risk. Real-time limits at staff level, group level, department level, trading desk, customer and many other defined levels ensure management has oversight on the proper running of the organisation.

Enterprise Console

The Enterprise Console provides the IT function with the ability to understand and control TEMENOS T24’s operation at all times. It includes facilities to monitor queues, response times and activities in real-time. Warnings are issued regarding exceptions such as unusually long response times, unusually high backlog on queues etc. The console enables TEMENOS T24’s activities to be started and stopped according to time and workload. The TEMENOS T24 Enterprise Console may be controlled from other enterprise-wide management systems.
TEMENOS T24 provides the assurance of seamless operation in the event of failure of one or more hardware components.

The heart of TEMENOS T24 provides a solid foundation for your institution to manage customers, processes, risks and monitor ongoing activities. TEMENOS T24 provides specialised line of business functionality which provides the full range of banking and financial services.

**Retail and Small Business Banking**

Significant shifts in consumer lifestyles and life stages are a major force driving change within retail banking. With the demise of the longest running bull market in history, an increasingly educated, demanding, diverse and technically aware customer is seeking more advice, more choice in financial facilities and, more importantly, better service. Firms that respond to these consumer demands have the opportunity to reap the dual rewards of customer loyalty and consistent, long-term profitability.

TEMENOS T24 retail and small business banking functionality provides the flexibility to thrive in this market by providing more sophisticated services to the most lucrative customers.

**Day-to-day banking services**

Branch banking is the mainstay of retail banking and will remain so in the future. TEMENOS T24 provides all the functionality needed for the smooth running of day-to-day retail banking. The full range of teller transactions from deposit taking and cheque processing to till reconciliation and passbook printing is exactly what TEMENOS T24 provides. In addition to in-branch operations, TEMENOS T24 provides a full payments infrastructure from simple retail funds transfers and local clearing to international transfers supporting international clients and businesses.

Meeting clients’ day-to-day banking requirements also means providing access to services anytime, anywhere and anyhow. Complete multi-channelled banking using call centres, internet, telephone, plus any new future channels allows customers full access to banking services exactly when and how they want.

**Savings Products**

In a competitive market the ability to create and manage new products separates the winners from the losers. TEMENOS T24 offers the ability to create and manage savings products and accounts with incredible flexibility. Adaptable charges, thresholds, interest tiers and many more options can be combined to make the product right for the market. In conjunction with the centralised CRM processes, cross-selling of services can increase campaign success and product sales.
**Mortgages and Loans**

TEMENOS T24 has been designed to process all types of loans and mortgages. With the core of TEMENOS T24 it is easy to view accounts and collateral register and payment schedules. This view greatly assists the financial institution through all stages of a loan, from application and credit granting to payment processing, risk management and P/L analysis.

The combination of flexible interest and draw-down conditions with true multi-currency and multi-lingual capabilities, ensures your institution can offer customers tailor-made credit facilities and superior customer service. TEMENOS T24 allows you to launch innovative Loan and Mortgage products as required, thus maintaining your edge in the market.

**Specialised Retail Services**

Attracting the right clients and retaining the best ones can be achieved with superior retail banking services. To excel, there will always be a need for specialised branch services. Taking applications for complex products or arranging one of specialised transactions, any special situation can deliver superior customer service the most lucrative clients expect. TEMENOS T24 provides the functionality to handle deals and transactions as required.

**Private Banking & Wealth Management**

One of the main problems facing private financial institutions today is introducing operational efficiency. The industry remains in a transitory and evolving phase with unpredictable economic conditions, substantial regulatory changes and higher expectations from high net-worth clients. To achieve cost effective market leadership, private financial institutions need to adopt flexible end-to-end solutions in order to meet these challenges and harness the extensive opportunities within the market.

TEMENOS T24 provides comprehensive functionality designed to provide a complete solution for any business model within the Private Banking industry. The module offers extensive flexibility and can be customised to meet numerous user needs across a variety of channels.

Seamless information access with drill-down capabilities ensures quick and efficient information retrieval for adjustment, analysis and processing. Covering financial relationship management, portfolio valuation, performance measurement, benchmark customisation, composite creation & management, portfolio risk analysis, strategy & model portfolio administration and modelling functionalities.

TEMENOS T24 encompasses an advanced high touch capability in the front-end and a fully functional back-end solution. It also delivers successful propositions to wealth clients in the short time-frames required today, whilst naturally adhering to market standards such as AIMR-GIPS and SPPS.
TEMENOS T24 has been designed to help you effectively build and coordinate your relationships with clients and manage a range of financial events across a multitude of channels. The functionality is tailored according to specific business processes that ultimately ensure operational cost efficiency and an understanding of your customers’ demands.

TEMENOS T24’s brokerage functionality enables financial institutions to offer advanced, end-to-end, multi-channel, multi-market brokerage services. The solution encompasses the latest front-end capabilities with a wealth of interactive decision support tools, information feeds and access points. As well as an astute back-end including order management and execution capabilities, the ability to integrate other diverse banking services is easily achieved. TEMENOS T24’s brokerage functionality provides extensive facilities for trade, administration, safe custody and settlement of international securities. The system is able to record and manage all settlement events from the issue or receipt of a security to maturity, including cash settlements, fees and commission.

**Treasury**

The challenges to develop and maintain a competitive and efficient treasury operation have never been greater. The flexibility to obtain volume on existing products while mastering new products, techniques and regulations requires a flexible system and a provider at the forefront of treasury operations.

TEMENOS T24 is a powerful front, middle and back-office treasury management system providing fully integrated treasury, risk management, and accounting capabilities. It encompasses all the features you would expect in a leading-edge system with flexible and comprehensive pricing models on all commonly traded instruments covering Money Markets, FX, Futures and Options.

The TEMENOS T24 treasury functionality includes price quotation, position taking, mark-to-market, risk management and VaR calculations. These are provided across the full range of cash contracts, off-balance instruments and derivatives. To control risk, transaction limits and risk limits are monitored financial institution-wide in real-time and on-line. This assists in hedges, the trade in domestic and international financial markets, and the structuring of financial packages to customer requirements.

**Front Office**

TEMENOS T24 is at home in the front office as an integrated treasury management solution. It presents comprehensive dealer desktop, risk management and performance measurement capability across the full range of physical and derivative treasury instruments. Deals can be priced and captured through the front office or imported from external sources. The query engine provides analysis and reporting, producing result sets comprising any data contained in the database.
TEMENOS T24 provides dealers with real-time, financial institution-wide positions. Cash movements in the branches or from ATM machines will automatically be updated in positions including all risk analytics.

- Dealer blotter for daily deals
- Real-time financial institution-wide reporting (positions, accrual and Mark To Market P&L, Gaps, etc)
- P&L includes historical reports and NPVs
- Limit reports can be set-up on any field within the TEMENOS T24 environment
- The ability to upload market rates, plus improved EBS and Reuters Feeds
- Risk Analytics
- Yield curve manipulation – the ability to shift the yield curve or perturb it along grid points
- Scenarios and simulations – to see the effect of market changes on the P&L
- Value at Risk (VaR) – for the portfolio, dealer desk or currency. Limit reporting also allows a VaR limit to be tracked

**Middle Office**

The goal of the middle office is to analyze and manage market, currency and credit risk. Without real-time tools and an instantaneous view of positions the market quickly outpaces this task.

In the middle office TEMENOS T24 provides a fully managed transaction lifecycle and exceptions processing from deal capture, amendment, reversal, confirmations, settlement, risk analysis, mark-to-market and accounting, to enable proactive real-time management of Treasury Operations.

TEMENOS T24 enables modelling of financial markets based on the derivation of ‘underlying’ yield curves based on market quotations for specific instruments. Instruments can be chosen to provide a good indicator of the expected yield at different maturities. Scenarios incorporate assumptions about possible market shifts. NPV calculated under user scenarios may be compared with NPV calculated at the market to give an understanding of how potential market changes will affect PL. Parametric VaR provides continuous monitoring of risk on trader positions and guidance on efficient hedges. Traders may be required to keep exposures within specified VaR limits and the system will generate routine reports of limits, exposures and exceptions. Historical VaR measures vulnerability to repetition of specific patterns of risk which have occurred in the past, providing a check on parametric estimates.

- Prepared for anything.
From the use of SWIFT messages and support for central utilities, TEMENOS T24 automates key processes to ensure a quick and efficient back office operation.

**Back Office**

TEMENOS T24 drives efficiency in the back office by providing efficient settlement and management of all back office activities. From the use of SWIFT messages and support for central utilities TEMENOS T24 automates key processes to ensure a quick and efficient back office operation.

The full front-to-back managed transaction lifecycle ensures proper containment of operational risk with a focus on reduced settlement cost and reduced data maintenance.

**Wholesale Banking**

Corporate Banking is undergoing a number of marked changes that will fundamentally alter the nature of wholesale banking. The ever-expanding needs of large and medium size institutions for real-time information and access to sophisticated products and services at lower cost is driving the need for a diverse product. Even long-standing correspondent banking services present a competitive offering. With this structural change TEMENOS T24 makes the difference in every business area by offering more.

**Corporate Lending and Financing**

From small commercial loans and equipment leasing to placement of large syndicated loans, TEMENOS T24 handles the full spectrum of Corporate Lending possibilities. This broad functionality enables you to grow with your customer to provide the best financing options efficiently whilst retaining existing relationships and nurturing new ones.

With straightforward administration of Commercial Lending, TEMENOS T24 ensures efficient control and accounting of Loan, Leasing and Commitment products.

For the placement of significant corporate loans, TEMENOS T24 provides sophisticated capabilities for Syndicated Lending. It comprises management of syndications of large corporate and commercial loan facilities to Agent and Participant functions once the syndicated loan is operational.

TEMENOS T24 manages the entire life of a syndicated loan from lead manager mandate through to the final maturity date of the loan with the ability to handle all the roles involved in this type of lending from participant to agent.
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**Trade Services**

Globalisation has led to an increase in international activity in every aspect of business. To excel in the commercial marketplace, institutions have to offer the services your clients demand. TEMENOS T24 provides full functionality in trade service from international payments, to risk products in trade finance.

Processing of International payments and remittances is a standard feature of the integrated payments infrastructure and allows efficient and streamlined cash management.

TEMENOS T24 provides you unparalleled functionality with international trade instruments such as Letter of Credit guarantees, Bills of Exchange and Drawings. These applications provide processing logic for both import and export products. In conjunction with superior connectivity and the ability to efficiently create and send instructions, documents, and payments using networks such as SWIFT, TEMENOS T24 optimises the flow of information and money at a reduced cost, ultimately increasing customer satisfaction.

**Correspondent Banking Services**

Correspondent banking services have gone through a dramatic evolution with market forces increasing the pressure to reduce costs and to rationalise operations. This quickens the evolution of technology in transaction processing and telecommunications, which drives the globalisation of the financial markets and the need for containment of risks. It also increases the obligations laid upon financial institutions relating to the prevention of fraud, insider trading or money laundering.

TEMENOS T24 provides full correspondent services covering current account related services. These include payments services and collections, reconciliation of Nosto and Vostro accounts, credit related activities such as the granting of credit lines for money market, foreign exchange market and derivatives trading and trade finance related activities.

With a centralised approach all these services can be provided with streamlined controls on exposure and the assurance of regulatory compliance.

**The Perfect Match**

TEMENOS T24 is truly the perfect match of open technology coupled with the knowledge of today’s financial business that provides uncompromising flexibility, scalability and longevity of your next financial system.