



**TEMENOS**  
THE BANKING SOFTWARE COMPANY

## Quarterly Awards – Winners

**Q2 2021**



Hajimalung Baba  
20449  
Testing

**Situation:**

The Transact UA (User agent) Team which operates in tandem with product lines of Transact (Retail, BFW, Payments etc.) had to learn, explore and work in the new technology platform, Quantum from Kony. Had to get hands-on in both from architecture and technical know-how

Team had to meet critical milestones including delivery, TKO demo in Jan, BSG Demo.  
TEP being dynamic in inputs in designing UI screens, it demanded very high agility and knowledge from the team.

**Behaviour:**

Baba came at the apt time to support the team, provide KTs and handle many complex issue. He was ready to spend more time in bringing the team up to speed by knowledge sharing and depicting example changes in the Quantum Framework. Also, he supported weekends and extended hours to meet the team delivery goal.

**Result**

His presence made a significant value add and helped the development team deliver the TEP user agent with support.

**Temenos Value**

COMMUNITY

Suresh Katta  
21430  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Handling the Customer issues diligently and resolved high aged issues

**Behaviour:**

Suresh have shown the Responsibility to handle the High level aged issues and resolved them on a priority basis.  
Suresh always focus on customer issues on timely manner and always available when there is an issue at customer.  
High level technical skills and customer centric

**Result**

As a result delivered the apps to production on a timely manner without any issues or outages.

**Temenos Value**

RESPONSIBILITY

S Nikhil  
21117  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Nikil has been very proactive in the ticket engagement with customers towards reducing number of interactions significantly for an early resolution even when complex problems are encountered and Handling multiple complex customers. This speaks his proactiveness, diligence in problem solving and decent knowledge on different product areas.

**Behaviour:**

- 1) Quick learner and one of the key resource in the team.
- 2) He is very good at debugging the complex application issues in all the DBX modules.
- 3) His technical analysis and guidance to team on complexity issues are highly appreciated by team.
- 4) He always ensures to analyse deep and provided solution without any escalations.
- 5) Always available (even during the offtimes) when there is customer's issues come and he always makes sure to resolve the same.

**Result**

Made sure that all the high level issues from the customer are resolved properly without any customer escalations. Always make sure to provide right analysis to find out the RCA and one of the trustworthy in the team. Awesome efforts in understanding customer requirements and taking customer satisfaction to next level.

**Temenos Value**

AUTHENTICITY

Nitin Tej  
14845  
Development-product

**Situation:**

Managed accounts feature development needed in depth analysis in calculations and to avoid any regression.

**Behaviour:**

Nitin ensured that the new rebalancing methods introduced are according to the market expectation with at most details in calculations and in the functional flow.

**Result**

Delivered on time and got appreciated by the Product managers and the management team.

**Temenos Value**

RESPONSIBILITY

Vignesh Vaduru Hariprasad  
23096  
PES - DevOps Services (UTP)

**Situation:**

US SaaS (ADO) On-boarding into UTP Requirement

**Behaviour:**

Vignesh spent a great many extremely long days (well past midnight, and even weekends) working on this project. He took the responsibility to ensure this implementation was working fully, end to end; despite numerous issues he persevered and took the lead and initiative in:

- raising support calls with Microsoft: there were both major subscription (latency) issues and Azure DevOps (organization locked) issues that after detailed analysis had to be resolved by Microsoft themselves
- contacting various CTS resources for explanations on breaking changes: which led to the CTS team making a number of updates to their actual source scripts/runbooks

**Result**

The first team (UTP) to have the CTS ADO runbook working fully with FCM (and Transact)

**Temenos Value**

TENACITY

Rathika Priya Ekojirao  
13677  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Rathika is one of the key resource for Open Bank critical issues and project clarifications. She provided extended hours of support by handling Critical issues raised by clients like BNGH, NANB, KBCH and BMSP and provided resolution immediately.

**Behaviour:**

Rathika had been serving as a dedicated TPH resource for Open Bank since last one year. She had been very proactive and reached out to the customers on Teams meetings and calls on sighting the critical native of the problem reported.

She has build a great rapport with the bank where the banktrusts her experience and resolutions on critical items. She had been taking part in Open Bank project discussions and handling all critical items in TPH by herself and the bank had shared their appreciations many times on project calls.

Rathika is responsible and committed to customer issues and understands the criticality of the situation faced by the banks. She actively interacts with the clients on remote sessions and concludes the ticket with customer satisfaction.

Rathika has solved NANB issues related to the Nostro Settlement process while Bank has highly escalated those. There was a pressure put up by the Client to solve these issues under a short span of time. She has provided her support by extending continuos calls with Client and rectified the issues.

**Result**

All critical issues are resolved in short period and always available for handling the escalated issues in the OPEN bank. In addition to her Open bank project timelines, she is also contributes to the Backoffice tickets and escalations which is really commendable.

**Temenos Value**

RESPONSIBILITY

Punitha Sekar  
22012  
Testing

**Situation:**

End to End integrated testing in Semantic query layer ODS, ADS API generation which required a lot of effort and vast knowledge in all three layers like data framework components, Kony, IRIS. Challenge was to complete the enhancement in more the 6 client releases.

**Behaviour:**

Semantic query layer enhancements ODS, ADS was one of the critical deliverables in IRFX. Setting up the end to end area was quite difficult, she took that challenge and completed it in the short span of time.

Punitha took ownership to automate the ODS, ADS API design time and runtime scenarios with Kony UI.

She automated Nordea client enhancements API versioning scenarios which increased the code coverage percentage in daily regression house.

She contributed well to automate the publisher API enhancement changes, these scripts used to find the issues upfront before the client delivery.

She always supported well for Transact API testing and automation. In addition to his daily testing activities, Punitha keeps monitored on the daily regression runs and comes up with an analysis in case of any failures without anybody asking him to do so.

**Result**

ODS, ADS End to End integrated testing has been handled successfully and able to deliver the enhancement on time. Automated API versioning, Publisher API enhancement changes reduced the maintenance defects.

**Temenos Value**

RESPONSIBILITY



Indhumathy S  
13808  
Development-product

**Situation:**

BFW being overloaded with lot of critical client defects and With BFW owning more than 40+ modules , picking the right resources , allocation of work , continuous tracking and guiding on the solution and completing on target was a big challenge.

**Behaviour:**

Indhu being the keen resource for BFW maintenance team. Her efforts in guiding all the maintenance resources on different modules shows her flexibility in working across many modules like DE,FT,ST,CQ,AC,IBAN etc in BFW.

In past one year almost 400+ defects is reviewed by her on different BFW modules and she herself have fixed 40+ complex defects analysed and coded.

The way she is tracking the regression issues in various maintenance releases is really commendable. There were almost 50+ inconsistent issues across various release, She have put her efforts in bring them down and have that fixed.

In addition to maintenance she had contributed her extra efforts on DE related enhancements(SWIFT related), Which has become the add-on to the BFW to have such flexible resource managing Enhancement, maintenance and regression in parallel.

**Result**

Her efforts and Multitasking have made the BFW team on meeting the client fix date of critical clients like openbank, BJB, DFCC, Commerce and Nordea which is really appreciable. Even though with huge inflow, BFW is now capable of meeting sharp deadlines , maintain the maintenance count and handle sensitive escalations.

**Temenos Value**

VELOCITY

Balachandran Praveen Kumar  
12415  
PES - DevOps Services (UTP)

**Situation:**

Transact Regression Automation is one of the challenging automation from UTP as it covers Various types of Tests, With Different Test suites on Multiple Databases. Praveen is one among the Few who has expertise in this automation and this has helped us to implement some significant projects for R21 AMR with a tight Timeline.

**Behaviour:**

Praveen has been instrumental in several Transact Regression automation support improvements and onboarding fund suite projects UTP. Apart from continuous T24 Regression automation support, his contribution on following projects shows the value addition he brings to the product organization

1. Maintenance T24 Regression – Camel project related deployment issues occurred frequently delaying the release of maintenance fixes. Introduced automation across supported releases and streamlining the process to eliminate execution failures.
2. Maintenance T24 Regression – TAFJ Installation and configuration automation. Outcome of this effort, we had eliminated human errors and reduction in execution timings.
3. Fund Suite and Transact integration – Proofing single oracle instance and backup creation for Fund suite data and Transact data.
4. Developed a dynamic platform / infrastructure for fund suite to onboard new pipelines in dynamic infrastructure. This effect cost optimization and reduction in infrastructure failures
5. Fund Suite AMR release weekend support

**Result**

- Maintenance Regression improvements implemented which has helped a lot in utilizing the Available hardware efficiently.
- Fund Suite regression improvements which has helped to streamline the regression timing and build improvements.

**Temenos Value**

RESPONSIBILITY

Ranjitha R  
19872  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Ranjitha is one of the key resource as part of Task force team for KBC/EBCY critical issues and project clarifications.

**Behaviour:**

Ranjitha had been serving as a dedicated TPH resource for KBC AND EBCY(Task Force team-TFT) projects for past few months. Apart from this, she is working for other critical clients like BEMO, DFCC, BDCD,BISA.

She is responsible and committed to customer issues and understands the criticality of the situation faced by the banks. She actively interacts with the clients on remote sessions and concludes the ticket with customer satisfaction.

SDBN client had raised issue with future payment processing, where the payment does not processed on the processing date. She quickly analyzed the problem and provided solution effectively to the bank by testing the multiple scenario in short span of time.

Similarly, EBCY had requested a specific functionality to generate claims on a monthly basis via MT199. She acted immediately and advised the claims setup and finally they are able to generate claims.

**Result**

All critical issues are resolved in short period and always available for handling the escalated issues in the KBC/EBCY bank. In addition to these projects, she is also working for other payments tickets and escalations which is really commendable.

**Temenos Value**

VELOCITY

Vikram S  
16484  
Model

**Situation:**

1. There were 2 very important and upcoming products, which were proposed to be integrated with Model Bank for the AMR R21 release. FCM and Workbench.

BSG had, on multiple calls and mails repeatedly stressed the importance of integrating and being a part of Model Bank for them to showcase to prospects.

**Behaviour:**

Starting from Discussions with Product on a regular basis, Vikram was able to steer well and handle both the components integration in parallel. This required a good and quick understanding of how the products worked, how they integrate with Model Bank as well as preparing BSG relevant user documentation. Amidst the AMR release, Vikram was able to diligently co-ordinate with both Product as well as UTP to ensure all the relevant artefacts required were shipped by Product to UTP and ensure that it was working end to end.

**Result**

Both FCM as well as Workbench on Docker are now part of the R21AMR release (including documentation), shipped worldwide. This will greatly assist BSG in setting up local demos as well as reaching out to prospects ASAP.

Note from Corporate BSG:-

"Thanks a ton! Great News on hearing that FCM is now part of MB"

We are so grateful for the support from Model team and your persistence.

Note from David A (Product Manager - Workbench):-

Thank you Vikram, This is very good news. BSG are eagerly awaiting this."

**Temenos Value**

RESPONSIBILITY

Goutham M  
14937  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Goutham support major clients like Morgan Stanley, Varo, First Ontario and many more in the list. Morgan Stanley faced lot of upgrade issues, this has been a difficult time for support team to maintain integrity and channelize all deployments so that bank performs smooth.

**Behaviour:**

Goutham has been a continuous performer for Mercantile, Banesco banks. He built a very good rapport with the MORG client due to spending, hard & long weekend and working for long hours to sort out the problems. Goutham possess Impressive Attitude, Brilliant Analysis and Mentoring skills.

**Result**

In spite of being complex issue, all the upgrade issues were solved which helps client Go Live. Everything seems to be possible only because of Goutham's vast knowledge and close coordination with client and different stakeholders.

**Temenos Value**

VELOCITY

Chandan Srinivas  
16558  
Testing

**Situation:**

Continuous support in deliverables for the Northern Trust client during testing the Client Development NORIRTA-2666.

**Behaviour:**

Being a Functional expert, he has proactively taken responsibility in completing the FSD NORIRTA-2666 on time and identified 6 functional issues this Development was critical for Northern Trust delivery. Chandan has voluntarily taken ownership of the development by coordinating with multiple teams dev team, consultants and FSD owner to reduce bug fix cycle time. With his due diligence he has foreseen the lack of functional expertise in the team for which he has trained the team on the Limited partnership module, which is most required to test the Northern Trust requirements.

**Result**

Despite many challenges, he has delivered the FSD NORIRTA-2666 on time to NT with highest Quality, Client Northern Trust have not logged any issues until this date.

**Temenos Value**

RESPONSIBILITY

Sathish Kumar Reddy Karka  
17476  
Development-product

**Situation:**

Euro Bank is one of the key clients in the Europe region with short delivery timelines to meet their go-live milestone. Euro Bank migrated from IIB to ACE in TTI interfaces. Sathish was single handedly assigned to complete this development in less time. Critical deliveries to open bank. This is more challenging as there is a complexity to integrate the T24 with the interface solution and deploying them in the Open Bank area, which requires additional level of coordination with client. On time delivery of the enhancements/maintenance shows company's commitment to the client. This upholds client's trust with the company and adds more customer base to their business.

**Behaviour:**

Euro bank is one of major client using TTI(T24 TAP Interface) in Temenos wealth product, Euro bank requested to Temenos for TTI migration from IIB to ACE product. Sathish has completely involved to IIB to ACE migration, normally it takes more time to do configuration, development and unit testing. IIB to ACE migration is very complex task. This major task is completed within one month and delivered to Euro Bank. Sathish has provided support to client for configuration and deployment of TTI with ACE in client environments. Open Bank using TTI interface with one of open source interface tool Apache camel, we had already been developed and delivered. Client requested us to change Camel architecture change, Sathish also involved this major development task, development task completed within time and delivered to client. Involved client deliveries, Sathish supporting client enhancement deliveries and maintenance deliveries, this is major task for client support without affecting client business.

**Result**

Sathish's effort in taking responsibility, facing the challenges in learning new technology/functionality has ensured timely delivery with good quality. This will also motivate other team members to explore and excel. Sathish truly reflects the Temenos values of "Tenacity". Enhancement delivered within the committed time with high quality, his commitment towards achieving the deliverables without compromising on quality has resulted in timely deliveries. His contribution to the team helped to maintain customer SLAs

**Temenos Value**

TENACITY

Mani Tejas S  
17051  
Testing

**Situation:**

BIL Client Demo in May 2021 & Mani's Participation

**Behaviour:**

Bulk Transfer Enhancement for BIL was written by Senior BA and it had new features introduced on the Legacy System.

Mani, an Intern turned into Tester, technical in nature, was assigned this complex enhancement to work.

The test plan, the scenarios covered, the script plan framed on the new functionality accommodating every code created or amended, made sure we delivered the best of its quality on the committed time.

His role became crucial when it came to perform a Live Demo in front of Client in May 2021.

The Preparatory effort he put, the no. of calls he had with coder and BA, the way he practiced working on the Model Bank Menu navigation was witnessed when client asked him to do some additional transactions and show some other variants of the same functionality.

**Result**

It is just because of Mani's efforts, the client demo was successfully completed without any escalations or further questions on that functionality. We take this opportunity to Thank Mani & appreciate him for his Commitment, Discipline and Neat Presentation in front of Client & other stakeholders.

**Temenos Value**

RESPONSIBILITY



Kaushik Dutta  
22287  
Development-product

**Situation:**

Multiple Defect fixes in a day and also for Onboarding the new joiners in the team.

**Behaviour:**

It is heartening to see a fresh out-of-college associate to be a true example of passion and loyalty. His dedication and meticulousness has raised the bar for the team. He has faced multiple exciting and disturbing times in this team but he has faced them with equanimity and sailed through those times.

He has fixed multiple defects per day (Almost 5 defects) with a pragmatic approach and was instrumental in making the Weath Suite Channel -MB EUR 2.0.0 (Euro Bank Release) delivery, thereby standing as a testimony for the culture "VELOCITY". Despite being a few months old in this team, he took up the responsibility of Onboarding all the new joiners in the team. Almost 7 new joiners were onboarded to this team in the month of Jan and Feb 2021 and he was very much helpful in their quick ramp-up without his deliverables getting impacted. He has also led the team during the Team Lead's absence. His very presence is a matter of assurance to the team and I know that this is a large responsibility to carry, but I am sure that he does it with aplomb. This demonstrates our culture "RESPONSIBILITY"

**Result**

I appreciate Kaushik's zeal, his creativity and his grit in solving problems of the "complex" kind. He is one of those associates that brings energy to the people around him by his amiable disposition and I am super glad to nominate him for this Quarterly award.

**Temenos Value**

VELOCITY

## Nithyanandam V 16193 Testing

### **Situation:**

Customer Demo and performing AWS testing along with Open Bank, Learned and configured the Party MicroService and Generic MicroService configuration for one of the critical MDAL deliveries and extended efforts for completion.

### **Behaviour:**

Nithyanandam scaled up to a level where he handled the demo with Open bank related to AWS testing for Client Types related enhancement. Handled client queries was highly appreciated by stakeholders involved.

Learned the Way of fetching the external data (this involve multiple configuration like Creating the Party records and storing it as encrypted message, Configuration to fetch the details in Party MS from T24 (Inline - Embedded - Precomposed modes))source from T24 for a transaction. While testing this Nithyan faced more challenges , overcome one by one and extended efforts for effective completion with nil framework issue. He not only handled AWS testing and MDAL but also guided the new joiners and tracked deliveries and extending weekend for maintenance support. He also contributed towards automation of MBSIT test cases and maintenance defects testing by doing extended efforts were required during late nights and weekend. His contribution towards multiple critical activities is much appreciated.

### **Result**

Customer satisfaction with respect to joint testing for Client Types enhancement, On time delivery of MDAL enhancement despite new joiners working in the same and a last minute change also consumed and tested by extending late night and weekend and completed ontime.

### **Temenos Value**

RESPONSIBILITY

Jaya Bharathi G  
15530  
Testing

**Situation:**

Jaya Bharathi is one of the senior resource in AFW who worked on most of the major/complex client defects/enhancements like EB.ALERT.REQUEST and Removal of Online Batch Jobs from COB. Also recently she has contributed to R21 AMR upgrade, she has played vital role in doing upgrade testing in multiple releases even night/Weekends she extended to share the result as per the commitment.

**Behaviour:**

On Time delivery of the Enhancements and completed AMR upgrade in multiple releases on time. Testing for the defects/client specific enhancement were completed within the agreed deadline and no failures were reported post-delivery along with multiple client initiatives.

**Result**

R21 AMR Upgrade testing completed without any major issue in short period of time and also client specific SI got delivered as per the plan

**Temenos Value**

RESPONSIBILITY

Krishna Kristamsetty  
21389  
Cloud Support

**Situation:**

Lotus bank is the first on-premise green field project with in temenos and Krishna took the responsibility of achieving banking license to Lotus bank and worked proactively to address all the Installation / Configuration /Integration Issues related to infinity ,JM,MS & T24

**Behaviour:**

Successfully implemented the 1st on-premise green field project with in the temenos with the integrations of Journey Manager, Micro Services, T24 with the infinity 202004

**Result**

- 1.Installed Infinity (Quantum Fabric, DBX), Micro Services , Journey Manager
2. Supported to complete the integration between different components like infinity, JM,MS & T24
3. Supported with the development / Integration issues
4. Supported to complete all the sprints during testing phase
5. Lotus bank is new to banking sector and with the support of Krishna where he has provided all the needed support above & beyond which has helped lotus bank to achieve the banking license
6. Lotus bank is ready to go-live to bank employees

**Temenos Value**

RESPONSIBILITY

Vasanth Kumar P  
15293  
Client Specific Development Heads

**Situation:**

DEKA is an important project for the German region and has the toughest timelines. Moreover, the product is standalone TPH and there are many challenges ahead with the new UXP browser. Vasanth is being assigned as a senior tester for this project. From the start, there was a huge responsibility to keep the Test plans ready and complete the Testing within the delivery timelines.

**Behaviour:**

Vasanth made considerable contributions from his side and proved that he can deliver beyond the call of duty. Learned TPH very quickly and have added many scenarios for the cases tested by him. In addition to his core strength in the payment module, being a flexible person with the right attitude has enriched his knowledge on other T24 modules as well, by handling various support items and has transformed into one of the most dependable resources in the team.

**Result**

Vasanth's work has always been excellent and he is also one of the persons with a handful of knowledge on Payment testing. He has gone that extra mile and is a real GEM.

**Temenos Value**

TENACITY

Poomagan A  
16226  
Development-product

#### **Situation:**

We had to deliver the key priority new template for our clients - 'Java Test Framework on containers in AKS for Assemble factory run execution' within the crunch deadline. It is entirely new and complex work and required lot of new learnings, dedication and effective co-ordination across other work streams for dependent work.

We were short of couple of resources in the team and there were new production issues as well in parallel to look after. The production fixes/enhancements (like TPH+Camel issue, standalone.xml not getting replaced from db properties, multiple components deployments in factory run, Test Client ARM Template conversion, Handling Ansible Warning message, etc.,) which are related to our Client ABN, PayPal, BSG, ISB etc.,

It is all time-bounded delivery. So altogether, it required someone who is really high in technical skill and committed towards the work.

**Behaviour:** Really, Poomagan has demonstrated all the expertise and caliber on this quarter by going extra mile with lot of hard/stretch work to deliver for our client to achieve the business result. He had to work many days late night to support and work other Geo time zone team members and client team.

Poomagan had gone extra mile in delivering the template with good code quality, which resulted in minimal defects. All the design complications were handled with appropriate viable solutions. He was also responsible in fixing the critical production issues on time.

He also worked with respective Transact product team for the fixes with effective co-ordination and communication. Because for the client we are the front line people. He has worked many work in parallel and ensured all were progressing and delivered. Has mentored and coached other team members in addition to his development assignment

Has contributed the company and team by taking interviews over weekdays and weekends.

**Result** We were able to deliver the new Java framework on Container in AKS test templates, and also were able to deliver priority many prod issues and enhancement for our client ABN, PayPal, BSG, ISB, etc.,.

This template 'Java framework on Container in AKS' sets as a benchmark for other templates as part of our SaaS initiative approach and integration.

The certain enhancement helps stability of the platform functionality, better user experience and cost saving to the clients.

#### **Temenos Value**

VELOCITY

Shankar Balasubramanian  
9561  
CMB - Testing

**Situation:**

In Canadian Model Bank, the most challenging aspect was handling the Interac deliverables for Q1-2021.

This was the first instance where there was non-T24 code involved, hence the team had to take up Cucumber scripting and learn TPH workflows.

**Behaviour:**

Shankar has played a pivotal role in Interac testing. This involved enhancing the original test plan in FT to convert them into TPH workflows.

Shankar has been involved in meticulous planning activities, day-to-day mentoring for the scripters and SEAT/Cucumber trainings.

The added complexity was to liaise with the different verticals due to dependencies and ensure closure of given deliverables within timelines.

Apart from this, Shankar has been handling the regular activities of CR test planning, Test reviews, mentoring and support for the team.

**Result**

Shankar has successfully spearheaded this initiative and thereby most of the deliverables for Interac are successfully completed. He is the most sought after "role model"!

**Temenos Value**

RESPONSIBILITY

Aiswariya K  
15561  
Client Specific Development Heads

**Situation:**

Alpian is a one of the critical client in Europe region where we had a requirement related to REST APIs and the timeline for delivering these APIs are really stringent. These APIs covered the key areas such as Payments and Securities. Request from Client is to handle these developments in Agile mode so that they could consume the APIs as and when the developments are ready.

**Behaviour**

"Aiswariya involved in writing the Technical design for all these APIs. During the course of design, she has given a walk through numrous time to region to ensure that the design prepared by her is meeting the requirement provided by the client and at the same time, and ensured that it's not causing any performance and security related issues.

Explained the design in simple words to the customer that helped the sign off process in a very smooth way. In addition to this API design, she hasinvolved in another complex development which is around 200 mandays effort. Took ownership in raising the functional queries and identified design flaws before initiating the coding and passed her knowledge to the coders and ensured that the code produced by the developers are with good quality.

**Result**

With the support of Aiswariya, All the API developments are delivered to client on time and they are really happy that the complex APIs are delivered on time without compromising the quality.

**Temenos Value**

RESPONSIBILITY



Sravanthi Mupparaju  
23029  
Client Specific Development Heads

**Situation:**

Alpain is a one of the critical customer in Europe region where we had many critical requirements to be delivered in a very stringent time line. Almost all the developments assigned to Sravanthi are associated with IRIS, Integration framework & DFE

**Behaviour**

Sravanthi always understands the requirement and then proceed with the development wherein she was able to test her work very effectively covering all possible scenarios. She is a smart worker, always tries to understand things by her own. She always asked very relevant doubts and quickly understands when the solution is explained to her. Very calm attitude, always maintained a good quality of work and we seldom get issues in her developments where I worked with her.

**Result**

With minimal experience on REST API's and Integration framework and new to Temenos .Spending extra hours and working over weekend, She was able complete her assignments on time and delivered the developments with quality .Took ownership in clarifying the testing team queries . Sravanthi deserves GEM award for her commitment and dedication towards work

**Temenos Value**

TENACITY

Ram Kumar Bodanki  
18262  
Development-product

**Situation:**

Wealth Manager was handed over to Wealth CMT team and there were 2 challenges that we mainly need to address.

1. Build process was a manual execution process with a very Minimal Documentation.
2. The Handover was for a short period and Current Wealth Build team is a small sized team, which is already engaged fully on Daily Build Operations.

**Behaviour**

In addition to his Daily Activities, Ram had taken up the responsibility of onboarding the Wealth Manager Build to CMT. He worked actively with Development teams to sort of the issues around it

with high commitment and enthusiasm.

There were 2 challenges here – One is to Takeover Wealth Manager to Onboard and Other was to avoid the Manual process as it always time consuming and less efficient. Though we targeted Onboarding First Ram went extra mile in automating the builds completely in the First phase itself. He played a crucial role in automating the RBC Migration build end to end His contributions in Wealth Suite Model Bank pipeline creation was also commendable

**Result**

His contributions in automating the Wealth Manager activities, helped to lessen the manual work and produce build with more efficiency and accuracy

**Temenos Value**

RESPONSIBILITY

Ramamoorthy Sivakumar  
2458  
Development-product

### **Situation**

Excellent support to configure the z/OS environment for building MPD components. Guided with DB2 expertise to establish initial load the MPD data tables. Helping hand to recover DB2 data instances without impact on UBS delivery.

Trained all team members with mainframe terminal usage and DB2 tools to track data records.

### **Behaviour**

Sivakumar has taken responsibility to train all team members on DB2 configuration and initial loading of MPD mock data.

Given hands on training on DB2 tools to export data from mainframe system and load them into respective MPD tables.

He helped the team with valuable inputs to resolve many data consistency issues in the MPD database instance. Also, with his experience the compile and link tasks in zOS are executed to produce the import, accept and export binaries.

### **Result**

The LEI and TARGET2 market directory related enhancements are tested well in DB2 database and delivered on-time.

The MPD module artefacts also compiled successfully in mainframe system.

### **Temenos Value**

RESPONSIBILITY

Thirugnanam Balamurugan  
6168  
Development-product

### **Situation**

Build a maintenance team for MPD solution, to support UBS client with defects and new enhancements. Plan the necessary training to gain the product knowledge and mainframe platform skills. Train the team with DB2 tools and relational table schemas. Produce user guides and run books on Technical architecture , z/OS environment configuration and DB2 table data imports.

### **Behaviour**

Quickly adopted to z/OS and DB2 work environment to handle UBS client enhancements. Equipped the team with technical skill sets, module architectures, effective debugging and database training. The FSD produced as a result of continuous discussions within team and got reviewed by client. Scheduled proper standup calls to complete the tasks as smaller junks. Monitoring the completion of activities and produce test results for different datasets.

### **Result**

Managed to complete the initial 2 MPD enhancements and delivered to UBS client within the planned time frame. The first enhancement delivery following the maintenance team formation in Chennai are appreciated well by product managers.

### **Temenos Value**

RESPONSIBILITY

Dasaradhan Karunanithi  
22581  
PES - DevOps Services (UTP)

### **Situation**

Dasaradhan was new to team who joined last year when pandemic started , despite being Working from home he learned things at good pace and started operations activity very quickly & understood the criticality of the work and provides solution & completes the work on time.

### **Behaviour**

Dasaradhan is one of the key player in UTP Operations activities especially handling things in Wealth and Funds. He too have good knowledge and understanding ansible scripting / Azure / jenkins / jira as well. Taking up regular team standup to address issue / request raised by product teams is impeccable . He is very good in multi-tasking which really helps our team in many ways. Involves in multiple operations activities in all area starting from Wealth, Funds, UTP Primaries , Secondary , SAF, RP for Monthly and annual releases & also in providing machines to respective vertical teams for performing testing activities during monthly release build cut times. Where on for most of the monthly builds and R21 AMR he took charge of keeping a track for those branch ansible scripts and planned out perfectly due to which we had smooth ride from the beginning to End of AMR Release pipeline.

### **Result**

Being a new Comer in the team he broke all the barrier's and started handling issues independently. His sincerity in work and product knowledge is highly appreciable. Good team player and continuing his support to the team in various aspects. He is always ready to help within the team when ever required during weekends or in any Critical situations. His way of presenting things is really appreciable .

### **Temenos Value**

TENACITY

Nithya Narayanan  
17187  
Regression

**Situation:**

Nithya is the one willing to move to UTP Operations from Regression and started learning on operations activity very quickly & understands the criticality of the work and provides solution & completes the work on time.

**Behaviour:**

Moved to UTP Operation in late 2019 Nithya understood and learned things which accelerated her interest towards the work. She is a key player in UTP Operations activities especially being a point of contact for all Wealth related stuff which runs in UTP. She is the one willing to move to UTP Operations from Regression and started learning on operations activity very quickly & understands the criticality of the work and provides solution & completes the work on time. Having good knowledge and understanding ansible scripting and Jenkins configuration as well. She is very good in multi-tasking which really helps our team in many ways. Involves in multiple operations activities in all area starting from Wealth, Funds, UTP Primaries , Secondary , SAF, RP for Monthly and annual releases & also in providing technical solutions for Wealth related runs. When Team was struggling for resources down in mid of 2020 when R20 AMR was in going to kick start she took charge and provided immense support in getting it completed, similar to that she was consistent throughout all the monthly build and current R21 AMR which includes for T24 and Wealth

**Result**

Nithya is a consistent performer in the team. Her leadership skill , sincerity in work and product knowledge is highly appreciable. Good team player and continuing her support to the team in various aspects. She is always ready to help within the team when ever required during weekends as well and other vertical teams as well in urgent and demanding situations. She is well balanced between work and training members in parallel . She trained many of the new joiners, monitoring and supporting post training has made people to improve their knowledge and skills to deliver good results. Her way of presenting things is really appreciable .

**Temenos Value**

RESPONSIBILITY

Nirmal Kumar T  
16137  
PES - DevOps Services (UTP)

**Situation:**

UTP Framework plays a Major role in the Qualification on all our Products. With the Various types of products, Stacks and Tests the request on Framework and Dashboard improvement is very Frequent. Nirmal has contributed significantly in improving the Framework consistently.

**Behaviour:**

Being a Frontend Developer Nirmal scaled up himself as Devops Specialist and extended his contribution to some significant areas like adding Native Cloud stack in UTP in addition to his contributions in improving the UTP dashboard performance. During AMR time, his High Availability has really heled in finding quick solutions to issues raised in odd hours. He extended his support to all parts of UTP like Framework, Onboarding and Operations. His contribution in creating a download Package for Wealth products is useful which has helped in creating the wealth deployment areas very quickly.

**Result**

Some significant contributions added to UTP because of Nirmal's Knowledge and Commitment.

- Wealth Download Package
- Effective usage of Cloud native stack on Azure
- UTP Dashboard Improvement and Performance.

**Temenos Value**

VELOCITY

Srikanth Sriramoji  
20292  
Kony Project Heads

**Situation:**

CWB client is a very critical client for Temenos and to implement Infinity DBX Implementation based on CWB specific requirements is very challenging. We need an excellent Technical Lead who should understand and implementation of CWB features

**Behaviour:**

Srikanth has done an excellent job in understanding CWB Specific customizations and integrations and worked diligently with Onsite Tech Team to design and implement solutions. He has excellent Infinity DBX implementation knowledge and utilized his skills to implement various customizations through out the project duration. Helped all team members to understand and gain knowledge.

**Result**

1. Excellent Job done in implementing OKTA OIDC Login authentication design flows (first time in Temenos) along with onsite team and involved in POC development and Infinity integration. Handed over the implementation details to product development team for standardizing in the product for OKTA OIDC authentication.
2. Provided various KT sessions to team members in understanding on how business banking works with functional and technical knowledge on Infinity Platform, Helped team in understanding Approval workflows.
3. Excellent job in in design and implementation of Virtual Company, Authorized Signatory and Delegate User Create and Edit flows.
4. Involved in Design and Development of Campaign Micro Services to meet CWB custom requirement on Ads.
5. Involved in documenting all CWB custom designs and proving technical details on CWB project to help other team members understand and development.

**Temenos Value**

TENACITY



Lokeshwara Rao  
21262  
Kony Project Heads

**Situation:**

CWB is a strategic client and Infinity DBX Implementation is first in Canada region. CWB has requested lot of customizations and few of them are not available in our product. We need a strong developer or lead who should understand the challenges and implement solutions with quality and with in timelines

**Behaviour:**

Lokesh is an excellent ATL and understood the challenges and started working with Onsite & Offshore Leads and implemented various features and customizations. He has lead his OLB team to complete and implement various features by providing leadership and oversight to his team.

**Result**

Lokesh is a consistent performer who is open to take up any additional responsibilities and challenges any time. He developed the skills to handle multiple activities without any quality compromises.  
CWB's one of the unique requirement on OKTA OIDC authentication integration (not available in Infinity), he lead from front to deliver based on the design and his contribution on OKTA development and integration with Infinity should be appreciated.  
He lead OLB OOTB team to deliver Sprint items on timely manner without any quality compromises. Along with his team shown lot of determination in providing impediments well in advance to peers which helped them in understanding and defining Sprint scope.  
Having resource like him is a big asset.

**Temenos Value**

VELOCITY

Santhosh Thogati  
23653  
Kony Project Heads

**Situation:**

CWB is a strategic client and Infinity DBX Implementation is first in Canada region. CWB has requested lot of customizations and few of them are not available in our product. We need a strong developer who should understand the challenges and implement solutions with quality and within timelines

**Behaviour:**

Santhosh has demonstrated that he is a quick learner and implement features. He is an excellent developer and showcased his abilities under lot of pressure

**Result**

Santhosh is proved to be a front runner taking up all primary challenging implementation tasks with delivery in mind. He was rock solid dependable and available at all situations which eased the work allocation for the leads. He was also keen in focusing on issue areas, built himself as a stable backend developer which paved the way for other developers to move forward. Had hands-on in both from design and technical know-how and mastered in understanding the product code, primarily worked on complex modules like Virtual Company, Create/Edit Users (Authorized Signatory and Delegate User Flows). He has contributed great extent as backend developer to help other team members to complete their development within timelines and without compromising quality.

**Temenos Value**

RESPONSIBILITY

Sandhya Muthangi  
20485  
Kony Project Heads

**Situation:**

CWB is a strategic client and Infinity DBX Implementation is first in Canada region. CWB has requested lot of customizations and few of them are not available in our product. We need a strong developer who should understand the challenges and implement solutions with quality and within timelines

**Behaviour:**

Sandhya has an excellent knowledge in Infinity DBX product and integration with various third party vendors. She is a dedicated resource who owns her work and implements with quality and within timelines

**Result**

Sandhya is one of the key developers of the CWB Bank project who pioneers to achieve the best of what she could do. She has very good communication skills and she can work without any supervision. She is highly regarded as an integral part of the team and she always delivered her work within agreed timelines on CWB project. Her commitment and contribution is noteworthy on CWB project.

**Temenos Value**

AUTHENTICITY

Dinesh Reddy  
22999  
Kony Project Heads

**Situation:**

CWB is a strategic client and Infinity DBX Implementation is first in Canada region. CWB has requested lot of customizations and few of them are not available in our product. We need a strong Tech Lead who should understand the challenges and implement solutions with quality and within timelines

**Behaviour:**

Dinesh is a dedicated and committed developer.

**Result**

Dinesh Reddy is very a committed resource and works very effectively to deliver things on time. His UI Visualizer and integration skills are very good. He spends good amount of time in requirements understanding, asks right questions to understand the requirements well in advance and he has good debugging skills to resolve the issues quickly.

**Temenos Value**

AUTHENTICITY

Paul Kanagaraj Jasmine  
6500  
CMB - Development

**Situation:**

Situation 1: Feat in successful design, development and implementation of CMB Installer Tool, a coveted tool developed in-house, to address the deployment related issues faced by Canadian clients

Situation 2: Expertise in the CAMB developments and proficiency in coming up with technical solution for complex developments in the Canadian domain and guiding the team adeptly to achieve the target

Situation 3: Proactive support for all the critical deliveries for the 11 Canadian clients across 5 releases

**Behaviour:**

Jasmine is a very productive person, who with her capability completes any work with utmost perfection in the stipulated time and also ably mentors the team in the same lines.

**Achievement 1:**

Jasmine with her innovative thoughts has played a pivotal role in building up the CMB Installer Tool, which has now become the most sought-after tool by most of the Canadian clients, thanks to the ease of use. She was the brain behind the tool development and with her expertise was able to add value with additional features to the originally planned design.

**Achievement 2:**

Jasmine is an expert in Canadian domain, who has worked on the most complex developments related to Taxes, Reserve Accounts, Escrow, etc. and has played a vital role in addressing the client issues in minimal timeframe. She always ensured that all the client deliverables from her are with good quality and unparalleled.

**Achievement 3:**

Jasmine supports the team with her technical expertise and is the single point of contact for handling all the critical deliveries for the 11 Canadian clients across 5 different releases. She owns up the design of all the critical enhancements across all releases.

**Result**

With her innovative thoughts and ability to understand the customer requirements, Jasmine has taken the customer satisfaction to next level. Worth mentioning all the extra miles she went ahead to help the entire team with her expertise and thereby exhibiting flexibility, experience, knowledge, and critical thinking. She really proved her determination by being the most reliable team player and is an irreplaceable asset to the team. She has been nominated for Operating Responsibly.

**Temenos Value**

RESPONSIBILITY

Bharathi Raja  
10615  
CMB - Development

**Situation:**

Responsible for owning up the technical design for the regulatory changes for 6 clients across 4 releases.

Best client support provided, especially for the critical year-end regulatory tax slips generation / submission.

Proactive support provided for CAMB R20 Upgrade related activities and development ownership for the CAMB Regression Suite related activities are worth mentioning.

**Behaviour:**

Bharathi is one of the most reliable persons in CAMB, who can be sought out for any task that is to be resolved at the earliest.

**Achievement 1:** Bharathi has got very good knowledge in most of the CAMB developments and specifically in Cannex. He worked on critical developments and ensured to deliver it to client in minimal timeframe. He worked in latest Cannex regulatory related changes for over 6 Canadian clients across 4 releases. He was able to complete the technical design and development for the Cannex development in relatively lesser timelines

**Achievement 2:** Bharathi played a key role at the Laurentian client location. His involvement in the year-end tax slips generation / submission, which is part of the Bank's regulatory requirements in Canada is worth mentioning. He got a very good feedback from client for successfully delivering the relevant regulatory reports for the bank, in minimal timeframe / negligible rework.

**Achievement 3:** He provided his valuable support during the CAMB R20 release upgrade related activities, for First Ontario client in Canada. He voluntarily took up to support the team and helped achieve the target as planned. He provided his valuable suggestions in CAMB Regression Suite development related activities, which has been proved efficient for the CPack regression activities.

**Result**

He was able to complete the technical design and development for the Cannex regulatory developments in relatively lesser timelines, thus helping achieve the set milestone well ahead of the schedule.

He got a very good feedback from client for successfully delivering the relevant regulatory reports for the bank, in minimal timeframe / negligible rework.

His voluntary support in CAMB R20 release related activities has helped achieve the target set to complete the upgrade activities. He provided his valuable support in CAMB Regression Suite development related activities, which has been proved efficient for the CPack regression activities. There were many out of box solutions provided which was really appreciated. The project team and client was really happy with the deliveries. He also supported in the activities associated with R20 upgrade. There are many instances where he supported the team by taking up tasks out of his own interest and he showed a quick turnaround each time when it was required. He has been nominated for Operating Responsibly.

**Temenos Value**

RESPONSIBILITY

Balaji Manokaran  
3436  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Migration of Ticketing system from RTC to Jira in short span of time

**Behaviour:**

An exceptional work done ,so as to ensure the support system is successfully transitioned from RTC to Jira.

Senior management conveyed their decision for the change of ticketing system and the necessity to move immediately. There were several parallel tasks that need to be completed ,right from coordinating with internal and external stakeholders, arriving stop-gap solutions where core fix is not possible, spearheading UAT testing , facilitation of training ,arranging access for clients and agents of temenos.

With an immovable deadline in place, Balaji meticulously worked out the execution plan, worked day and night to ensure every facet of the transition is given the right attention and focus. Spent successive weekends and extended hours so as to meet the timelines, without compromising the quality.

Post live, there came the himalayan challenge of quickly training the customers & bringing internal users of jira up to the speed. With umpteen number of workarounds, local fixes and revising workflow wherever required ,objective was accomplished on time .

This project implementation is unique and extraordinary due to the fact that , already few products are already in live in Jira and few stakeholders will get on-boarded only later. To accomplish this, sincerity, perseverance, commitment and highest level of dedication is required.

Balaji demonstrated it exceptionally well and deserves this appreciation.

**Result**

Successful migration of ticketing system

**Temenos Value**

RESPONSIBILITY

Praveen Kumar V  
19628  
Development-product

**Situation:**

1. Praveen has proved himself in maintenance defect with quick Turnaround Time in short span of time.
2. Praveen has played critical role to complete critical client defects like BJB, Nordea, ABN Amro, NBK, etc...
3. He has been an excellent team member and helped to meet defects timelines on-time.
4. He has been a key performer and a pillar of IRIS1 team.

**Behaviour:**

1. Making himself and team to be more productive with quality.
2. Praveen has always supported inclusive of weekend without hesitation.
3. He always ensures to understand the raised issues by client and delivered on time without any hiccups.
4. Praveen is a keen learner and shows interest to learn new technologies.

**Result**

He has played key role for client like BJB, Nordea, ABN Amro, NBK, etc...Praveen quality of work helped to complete defect without client rejections, and it helped the team met the committed delivery dates with quality. He never hesitates to extend his time and effort to complete the work on time even during weekends.

**Temenos Value**

VELOCITY



Supriyo M  
19947  
Development-product

**Situation:**

FundSuite reporting is moving onto new reporting tool JASPER where more than thousand reports need to be developed with tight delivery timeline Q1 end.

Apart from Jasper reporting project, product team was also engaged into support drive to clean client pending tickets from the queue to help our key clients to upgrade to next version.

Parallel to Jasper and Support drive, BNP US raised priority development requests to be validated with tight deadline.

**Behaviour:**

Supriyo played a key roles to help development team by analyzing all existing FundSuite report and data mapping for easy conversion into Jasper reporting tool.

He also played a key role in support drive where he was very quick in client issue analysis and clean tickets either moving tickets under development analysis for fix or proposed client for acceptable workaround to avoid development efforts.

Parallel to Jasper and Support drive, he was also working on complex ETF requirement analysis and helping onshore consultant in their client workshop.

**Result**

Supriyo well managed his responsibilities assigned to him as part of Jasper reporting, Support drive (client tickets) and BNP US (BNPLUFA-2551) requirement analysis and finished earlier than expected.

**Temenos Value**

RESPONSIBILITY

Sriraj Vysyaraju  
21592  
Development-product

**Situation:**

Object remapping for Infinity applications.

**Behaviour:**

Sriraj has developed a tool that avoids all the manual effort in recreating object and verbs. He thought through the all use cases and implemented it in minimal time.

**Result**

The tool is being used and lot of dev effort is been reduced by using this tool for this remapping exercise.

**Temenos Value**

RESPONSIBILITY

Vishnu Prasad PR  
19894  
Development-product

**Situation:**

Complex enhancements in compliance module of TAP had to be developed for client Macquarie During onboarding process of a key prospect BMO, many complex issues were reported

**Behaviour:**

Vishnu played a crucial role in developing key enhancements in complex compliance module of TAP for a very demanding client Macquarie. Overlay functionality was added on the top of existing compliance functionality without any regression impact. Vishnu had to spend extra hours to understand the existing code and implement the mentioned changes. We have seen his hard work paid off well when many complex issues were addressed in a matter of hours during the onboarding process of another important prospect BMO where demos went smooth and received appreciation from senior management. He also takes up additional responsibility when required to ensure that other deliveries from the team are met by helping other team members in debugging, reviews and knowledge transfer. His dedication and hard work has made him the most reliable member in Wealth Suite development team.

**Result**

All key deliveries for Macquarie were done with high quality. BMO demo was a great success

**Temenos Value**

VELOCITY

Rajendra Chauhan  
13685  
Development-product

**Situation:**

He has resolved multiple OCS issues in AMR20 branch which is actually like enhancement.

he has worked on creating customized session time out for OCS for all the supported appservers.

Also worked on enhancement to convert datetime in utc or local timestamp format based on configuration parameters in OCS

**Behaviour:**

he has understood the current architecture and behavior of application and implemented new solution within given time.

**Result**

we were able to deliver these hotfixes for UBP and ABN on time.

**Temenos Value**

TENACITY

Bala Sushmitha  
16724  
Development-product

**Situation:**

Bala Sushmitha is one of the important resource in UXP Browser team. She has worked in critical client enhancements and few are showstopper for client to go live. She has single handedly worked in the enhancements with minimal support and delivered it on time. The client enhancements required some out of the box thinking and time, Sushmitha had been flexible to extend her working hours and get the enhancement delivered on time.

**Behaviour:**

When there was another escalation from ALRB client during weekends which was critical for their go live. Sushmitha has stepped up and provided a test fix to client for the same. She has debugged and identified the root cause during late night on Saturday considering the importance of fix for client.

**Result**

Sushmitha had shown flexibility in handling complex enhancement in UXP Browser and stepped up every time whenever there is escalations from clients/internally. Hence, she deserves this award for her Operate Responsibly nature.

**Temenos Value**

RESPONSIBILITY

Uma Jana  
21260  
Kony Project Heads

**Situation:**

Team was working on multiple releases in parallel. Each Release has its own release time lines.  
Customer has been changing the scope of the releases constantly.  
Many members of the team with experience in the project have left the company.

**Behaviour:**

Uma Jana has shown tremendous dedication and taken up lead responsibilities.  
We have delivered multiple builds for multiple releases in parallel.  
Uma Jana has ensured availability to the team for extended hours during weekdays and also over weekends inspite of personal issues and ensured quality deliverables.  
Due to covid and everyone working from, Uma Jana has ensured that testing team utilize the available resources efficiently and able to complete the testing and builds.

**Result**

Team has been able to deliver the Compliance Release and the Performance release almost on time. 5 UAT, 9 Dev, 3 CUG and 3 PROD were generated only for Performance release and each build has 6 binaries to be generated and also numerous test cases, sanity and regression to be performed. Team has delivered all as requested by customer. Both projects delivered to customer.

**Temenos Value**

VELOCITY

Chandra Bujala  
20308  
Kony Project Heads

**Situation:**

Team was working on multiple releases in parallel. Each Release has its own release timelines. Customer has been changing the scope of the releases constantly. Many members of the team with experience in the project have left the company

**Behaviour:**

Chandra has shown tremendous dedication and taken up major responsibilities for Test completion. We have delivered multiple builds for multiple releases in parallel. Chandra has ensured availability to the team for extended hours during weekdays and also over weekends inspite of personal issues and ensured quality deliverables. While there was delay in providing the SIT binaries to QA team, Chandra has stretched the day for many days in sequence to complete the test pass while working with Dev team to help them for unit testing during the day. Due to covid and everyone working from, Chandra has ensured that testing team utilize the available resources efficiently and able to complete the testing and builds.

**Result**

Team has been able to deliver the Compliance Release and the Performance release almost on time. 5 UAT, 9 Dev, 3 CUG and 3 PROD were generated only for Performance release and each build has 6 binaries to be generated and also numerous test cases, sanity and regression to be performed. Team has delivered all as requested by customer. Both projects delivered to customer.

**Temenos Value**

VELOCITY

Umasrinivasa Desa  
20572  
Kony Project Heads

**Situation:**

Team was working on multiple releases in parallel. Each Release has its own release time lines. Customer has been changing the scope of the releases constantly. Many members of the team with experience in the project have left the company. Architect was on long leave due to family exigencies, covid

**Behaviour:**

Uma Srinivasan has shown tremendous dedication and taken up major responsibilities for Development completion. Customer has changed scope 3-4 teams during the release and Uma ensured that focus is not lost and distracted due to these changes. Uma was able to quickly merge whole code in to multiple branches and was ready with his branching strategy. We have delivered multiple builds for multiple releases in parallel.

Uma not only had to manage the Temenos team but also the LTI team of Developers. He has ensured availability to the team for extended hours during weekdays and also over weekends inspite of personal issues and ensured quality deliverables.

Uma was able to handle additional CR work like Salt Hashing Algorithm Development and its deployment to UAT / production over 8 million records. Uma has handled many production deployments during the same period like KMS Deployment which took multiple iterations of midnight deployment work.

Due to covid and everyone working from, Uma has ensured that testing team utilize the available resources efficiently and able to complete the development and releases, finding alternative development resources, handling customer enquiries on an hourly basis.

**Result**

Under Uma's technical leadership team has been able to deliver the Compliance Release and the Performance release almost on time. Uma made sure to deliver as many builds as requested by Customer to keep their testing team busy and able to reduce the turn around time for defect closure. More than 800-900 issues were closed during the 3 months period  
10 UAT, 9 Dev, 6 CUG and 6 PROD were generated only for Performance release and Compliance Release and each build has 6 binaries delivered.

Team has delivered all as requested by customer. Both projects delivered to customer.

**Temenos Value**

RESPONSIBILITY



## Sathyaprakash Nagarajan

### 9701

### Testing

#### Situation:

- 1) There are many challenges in Q2 especially due to new technologies and infrastructure transition functionalities delivery like container(AKS) based application, test parallelization, using Azure Blob, etc.,
- 2) Working with multiple work streams deliveries Testing cycle release and multiple releases.
- 3) Identifying and fixing the testing gap between application functional side coverage, and client & TCD test flows.
- 4) Identifying the gaps in testing process, automation work and reporting and addressing them.
- 5) Had to train junior team members and the team members who joined recently.
- 6) Bringing best of agile processes in testing cycle

#### Behaviour:

Sathya has taken the complete responsibility, applied himself in everything and improved areas as mentioned below.

- 1) Very good co-ordination within team and other work stream members with respect to priorities, understanding the issues, planning and managing all the testing activities and delivery.
- 2) Helped to identify product gaps and prepared test cases upfront to avoid any leaks in test scenarios.
- 3) Provided test result walk-through frequently, which helps to understand the actual output.
- 4) Scheduled frequent calls with Internal/external clients to understand the specific use cases and fill the gap.
- 5) Daily dashboard mails for Test Status / Regression report, which helps a lot to understand where we are and helps for smooth delivery.
- 6) Covered all major test scenarios on every template testing. [Transact Infinity, Wealth, and FCM].
- 7) Lots of improvement in the Selenium and Karate framework during Selenium on container testing.
- 8) Identified grey areas and spending maximum effort to fill the gap in order to test coverage.
- 9) Helped testing team to involve in the initial defect triaging discussion for all Client raising sup tickets.
- 10) Involves Design discussion from day 1 to understand the complete flow of the functionality.
- 11) Demonstrated very good technical skills and team management skills
- 12) Have trained and mentored junior team members to be more effective
- 13) Maintained very good relationship across all the dev, testing, ops team members and end users/clients.

#### Result

Sathya has demonstrated the BIG 'Responsibility' in all the work he does. As a result,

- 1) Focused effort helps to deliver the product on time with quality on every releases
- 2) Upfront test cases helped a lot to know the features and fill the gap if any.
- 3) Test result walkthrough with internal/external clients helps them to know our new incremental changes.
- 4) Identified the root cause of the client raising sup tickets and continuously working on preventive actions.
- 5) Daily regression analysis report to track issues and fix them on time.
- 6) Over all focused work, test automation work and bringing better practices and training people, helped to faster delivery with good quality product and reduced defects injection.

#### Temenos Value

RESPONSIBILITY

Radhika Venkataraman  
22364  
Testing

**Situation:**

Delivery to Macquarie was required on time with testing of complex developments related to Auto Cash Management & Sequencing Buy/Sell .

**Behaviour:**

Radhika, who completed her first year with Temenos in February 2021, is someone who has a very positive attitude and shows complete dedication & responsibility towards the work assigned to her. From being a tester from a non-wealth testing background in the last one year, she has proved herself to someone who is reliable & someone who never shied away from taking new responsibilities and challenges. She is proactive and a quick learner. Over the last quarter, she worked along with another tester to test 2 complex functionalities - Auto Cash Management & Sequencing Buy/Sell Developments for Client Macquarie. Testing both features involved deeper understanding on the data flow in an order life cycle, the entities involved, cash management & portfolio rebalancing. Radhika as a team, along with another tester, worked on testing both these functionalities back to back and ensured the new developments are delivered with quality on time to the client. She worked along with another team member preparing detailed excel calculation sheets to verify the numbers at every stage of data flow. As it was a complex development, the code was delivered in smaller chunks every week and she ensured they tested relevant cases as and when code was delivered, keeping no backlogs from testing team at any point of time. Together they had raised 26 defects while testing 40 cases in 1 KD & 130 defects while testing 170 cases in another KD respectively. They executed close 200 cases and retested over 150 defects in a short testing window. In addition, she also managed to work on script corrections of test cases in UTP simultaneously.

**Result**

Completed testing on time to meet the Client delivery on two complex functionalities.

**Temenos Value**

RESPONSIBILITY

Kathirvel Narasimman  
22365  
Testing

**Situation:**

Critical new developments were to be tested for Macquarie - Position Locking, Working capital management & Managed Funds.

**Behaviour:**

Kathirvel has been in Temenos close to 1.5 years and over the time he has proved himself as someone who is always ready to gain knowledge and contribute. He takes his job passionately and always goes the extra mile to complete his tasks on time with quality. Being someone who had no prior experience in the Finance or wealth domain, Kathirvel over the last few months has exhibited confidence and ownership in testing complex functionalities. Over the last 3 months he has proved himself to be as a very good team player & a quick learner. He simultaneously worked on 2 different KD testing managing his time efficiently and once one of the tasks got completed, he took ownership of testing another KD, getting KT from another team member within a short period of time. He also identified 3 critical issues and ensured that they were fixed on time before it was released to the client. In addition to testing he also automated 12 scripts in that feature and moved it to UTP. Over the last 1 month, Kathirvel, along with another team member worked on a complex feature, preparing excel complex workings and test data in a short period of time. Being quick in understanding the feature & efficient in preparing the excel workings & test data, Kathirvel helped save time on test plan preparation and was able to focus more time on testing. He alone was able to find 25 defects including many of those were critical regression issues as well. Apart from manual testing he also helped the team in script corrections of automated UTP scripts when possible & is also working on preparation of Automation script for the defects he had raised. For his ability to multi-task, For being a very good team player & For his positive attitude & dedication towards his work I nominate him for the GEM award.

**Result**

Completed testing on time to meet the Client delivery on two complex functionalities.

**Temenos Value**

Rahul Sah  
19356  
Testing

**Situation:**

Needed to increase our coverage in UTP and also to work on specific R21 AMR activities - Ø UTP failure analysis, KD automation, Model Bank script automation and script correction, UXP Task, Compatibility testing, R20 AMR(Both Oracle and Sybase) UTP Testing, BSG manual testing, TA automator testing.

**Behaviour:**

- Ø Most of the time completed UTP failure task on or before time, having the capability of analyzing and fixing of maximum 23 scripts in a single day, including raising defect for script failures
- Ø Found various workaround and RCA for script failing in automation but not in Manual and has provided solution to overcome such situation most of the time
- ü Raised more than 21 defects as part of UTP failure analysis in past 3 months providing accurate parameters in defects to make it easier for developers and lead to track. Validated 18 UTP defects
- Ø Worked on 4 KDs automation. Contributed around 21 test cases to UTP. Raised 9 KD related defects found while automating.
- Ø Always provided old script (after modification) and new scripts to UTP along with passed result
- Ø Helped MB team with scripts analysis and modification of around 42 test cases in past 3 months.
- Ø Mock run of automation scripts in local environment. Comparison of failures in local and UTP run. Fix, rerun and delivery of the updated scripts to UTP
- Ø In this whole Pandemic tried level best to not to affect productivity each day, like completing UTP failures analysis or/and automating minimum 2 test cases of any KD in a day
- Ø Worked with development team and KD owner to give the inputs or finding the root cause for many issues. Qualities: Dedicated efforts, extended working hours to reach the target within timelines, Team work, Efficiently managed working with dev and BA team, Internal team support

**Result**

- Ø Successful UTP failure analysis and Issues validations, on time
- Ø Increased coverage in UTP for WSC and scripts added based on new KD testing in releases.
- Ø Helped MB team for automation, hence reduced their effort and saved time for them

**Temenos Value**

RESPONSIBILITY

Sunitha Mahalingappa  
21953  
Testing

**Situation:**

Model Bank-Testing and ownership for IRIS-API-Automation in MB- Spain ,MB- EUR/ESP-Automation

**Behaviour:**

Sunitha is multiway resource who took KD testing which include E2E flows within short period in MB testing and also worked on MB-ESP automation and IRISAPI automation.

She has logged valid 230 defects in Manual testing for MB-ESP EUR and Caxia – this helped us in increasing our quality of the product. She has worked on IRIS API testing in which she has executed 15 client scenarios in Traspasos Transfers and Traspasos Switch orders and delivered to the open bank.

She is the main resource for automation in MB-ESP-IRIS API, in parallel she helps the team in manual testing of all other Model Banks. She started working on customer incidents which are mainly in IRIS API.

She completes her assigned task before time lines and helps team members and ready to extend the working hours and put extra effort with weekend support for on time delivery of Model bank releases

Her effort and contribution helps the deliveries to go on time.

Always ready to put extra efforts and extend the working hours to complete the assigned tasks.

She is always ready to accept the new challenges and ready to help the team.

Got good review comments from BA for the KD test cases.

Over all we can say she is all-rounder who takes part of all the activities in MB testing like Manual testing, Customer incidents, Automation and IRIS API testing.

**Result**

Her efforts have resulted in quality deliveries for Model Bank and increased our coverage in APIs.

Sunitha is a very adaptable and multiway resource in terms of express her zeal exploring and implementing the new challenges. Sunitha is very good in Automation and contributed in ESP KD automation and started with EUR automation which makes the Regression testing easy for the MB releases

**Temenos Value**

TENACITY

Satish Domala  
20544  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

LMS(Life Cycle Management Suite) is an acquired product from Accelerant in the US. The support team for this product has fully functioned from Malvern. Later in 2020, Temenos India has involved in offshoring that supports activity from India, and hence 23 member team has been formed, who are involved with this product support in the US time zone.

Satish Domala has been deputed as Support Manager for this team, whose primary responsibility is to manage the client escalation, prioritize tickets, coordinate with the onshore team, and act as a single point of contact for the LMS offshore team day activities.

**Behaviour:**

Satish Domala understood the responsibility of his role well, at that time when he joined the team was under immense pressure due to various problems like unattended tickets, low prioritization of tickets, no proper coordination between the onshore-offshore team, etc. One other main challenge for this team is to function fully on the night shift throughout the year. So the team member was literally worn out and exhausted, which hampers the team overall performance.

**Result**

After Satish took this role as a support manager, he has been actively involved with daily scrum calls with onshore team which allows himself to prioritize tickets with offshore team, regular follow-up of tickets, Closely monitoring the ticket progress and managing offshore resources makes this team's performance better. The team gets motivated to deliver to the maximum potential. Now the onshore-offshore coordination is very efficient and in harmony. His role in managing this LMS offshore role is vital, failing to which the team get demotivated and ends up with high attrition, which might have impacted the offshore delivery.

**Temenos Value**

RESPONSIBILITY

Arathi Rajaram  
19794  
Testing

**Situation:**

Complex enhancements related to TDS had to be tested in different areas (Integration Testing, Interface Testing and API Testing) within a small timeframe.

**Behaviour:**

Aarathi joined as a fresher and right from the start she volunteered for many activities.

She communicated with BA and dev teams herself with minimal assistance and came out with a dozen defects, as a result we were able to deliver the same on-time with good quality.

- Setup TAP interface on UMS Stream.

- SFDR - Integration of TKIED & TKFED (enhancement of SIX adapter).

- apiD: REST service to request PRIIPS, Snapshot and historical prices.

In addition to this she also worked on quite a number of maintenance defects, quantified with 15 defects which is a mix of critical and medium severity defects.

5 out of 15 defects needed Client's data and she worked closely with Database team to get the Metadata extraction from production environment and reproduced the issue in local instance which helped a lot for dev team to fix the defect.

Though she is new to the domain, she learned the business quickly, which helped her to extend the test coverage and raised quite a number of defects.

She has also volunteered for the automation activities and started preparing the scripts, she contributed around 20 and 7 scripts in UTP Primary and Secondary respectively.

Extended the business hours whenever required to finish the committed work.

Also assisting the new joiners by providing knowledge transfer and explaining the business flow if they got stuck voluntarily.

**Result**

Due to her constant effort to increase the test coverage, we have been able to identify the loop holes in the enhancements and able to deliver on time with good quality.

Her good attitude and helping nature has earned a very good name within the team.

**Temenos Value**

TENACITY

Ankita Raizada  
22582  
Development-product

**Situation:**

Making Triple A plus available on Microsoft SQL Server has been a crucial R&D project for business and technically since a project of this size and complexity was being done from offshore for the first time.  
We had a small team and required each person to deliver tasks allotted to them on time and quality to keep the project moving at a steady pace

**Behaviour:**

Ankita was allocated to the project at a crucial time ,when we had a batch program to be developed after analysing how to adapt the program into the existing TAP architecture.  
Ankita was quickly able to adapt to the need of the hour, inspite of the lack of experience in TAP and delivered a quality module which helped in keeping the project on schedule

**Result**

Ankita's delivery on time and with quality helped the project avoid a bottleneck and also the quality of the delivery helped us keep pace with the required timelines

**Temenos Value**

VELOCITY



Dhanya Janardhanan  
8295  
Development-product

**Situation:**

Temenos being a No1 banking Software Company was lacking in one area where we could not offer an integrated monitoring solution that can be used by the operator for all monitoring purpose. Considering this came the integrated monitoring solution approach using software called Graphana. This product has key features of common logging / tracking and metrics which can be integrated easily as a plugin feature across all Temenos products. This plug in features are easily integrated.

**Behaviour:**

Dhanya was instrumental in the monitoring delivery of all the common component single headedly. She was also helpful in completing the proper documentation needed for BSG sign off, offer wide range of training roll out to various team (DEV, ISB, PACS, training etc.) which enabled now the teams to use the Graphana solution as integrated monitoring solution. She know the architecture fully and can articulate easily to all teams.

**Result**

The integrated offering on Monitoring solution has received wider applause from clients especially Euro bank which has shown interest to buy our monitoring solution. Graphana is a third party software so the cost of licensing is also minimal for the customer. Moreover, this solution approach reduces many manual work that is currently done by the implementation team / Operation management team. This saves a lot of cost to the client. Also this monitoring solution can be used for our in house regression / system performance as well to identify any areas of improvement quickly.

**Temenos Value**

TENACITY

Riswana Rahman  
9234  
Development-product

**Situation:**

Temenos being a No1 banking Software Company was lacking in one area where we could not show case of ability to confirm clients of products working mechanism across all platform databases. Every client can use different database or different stack and it may not be uniform across the clients. The cost that client spends in buying license for DB usage also runs exponentially as the volume growth of data also grows exponential.

**Behaviour:**

Riswana was instrumental in the PostgreSQL delivery which will be our de-facto database running in our regression. (Earlier we used to run with Oracle). So our software should showcase a stack that can run in any specific combination. PostgreSQL was chosen as best database for our regression based on study since it has the capability of non-relational, agile, platform independent and easily scalable. Riswana has done deep comparative study on PostgreSQL VS Oracle Vs H2, compared the used functions, measured the operation fetch times and removed the platform dependencies which made it a de-facto DB / preferred DB to run our in-house regression suite. Data is also in JSON and it is platform independent.

**Result**

Due to the easy usage and the advantages of PostgreSQL many clients like Macquarie and Open bank have started showing willingness to switch from current DB to PostgreSQL db. Most clients are charged by DB vendor on the number of transactions rather than licenses per user. Since PostgreSQL being open source software, the cost of savings of customer is exponential. Also this being platform independent, this enables client to switch over platforms with ease.

**Temenos Value**

TENACITY

Aravind M H  
16668  
Development-product

**Situation:**

Temenos Workbench is a new product under rapid development for last few quarters. In the SaaS world, where browser will be replaced by the workbench as de-facto software for the superior architecture and platform agnostic and easy scalable solution. There is a massive amount of development done now in Design framework to cater to successful SaaS Onboarding solution for the customers.

**Behaviour:**

Arvind is THE key member of the team in visualizer front.

1. Learnability - He is the authority in the team for handling web wrappers, he cracked the working behavior and he is the go to person in our team on any POC's related to web-wrappers.
2. Learnability – he mastered third party library called JSGRID any implementation changes he handles with ease.
3. build support – He used to be in build team for initial stages of the project, now he is the backup contact for DEVOPS, he shares valuable inputs during firefighting phases.
4. He developed the complicated KONY segments page to set the development rolling in the wizard's project.
5. He is very flexible in terms of leave schedules, he communicates and he is willing to change the leave plans for deliveries

**Result**

With his contribution Arvind ensured timely completion of projects/tasks which was considered not readily achievable and would have practically stumbled at POC level.

Clients like Open bank is appreciative of using the workbench software and now all our SaaS clients will use this software for all packaging and deployments.

Since it is offered within SaaS world, the revenue for the Temenos will grow exponential as well as the journey of customer to on board a solution using Portal.

**Temenos Value**

TENACITY

Anil Kumar S  
16733  
Development-product

**Situation:**

Temenos Workbench is a new product under rapid development for last few quarters. In the SaaS world, where browser will be replaced by the workbench as de-facto software for the superior architecture and platform agnostic and easy scalable solution. There is a massive amount of development done now in Design framework to cater to successful SaaS Onboarding solution for the customers.

**Behaviour:**

Anil is the only member in the team who is comfortable in both API side and visualizer side of the project.

1. Single handed contribution - He is the only developer in team to handle the API side changes for the Inheritance project. In parallel he collaborated with the AFW team and synced up all the dependencies in the project without much delay. Without which the project would not have gone smoothly.
2. Learnability - He developed the complicated chips UI implementation for the wizards project, by the time he started this project he was fairly a starter in visualizer tech. now he is a significant contributor in Kony UI as well.
3. Flexibility - He had sacrificed planned leaves for the commitment on releases.

**Result**

With his contribution Anil ensured timely completion of projects/tasks which was considered not readily achievable and would have practically stumbled at POC level.

Clients like Open bank is appreciative of using the workbench software and now all our SaaS clients will use this software for all packaging and deployments.

Since it is offered within SaaS world, the revenue for the Temenos will grow exponential as well as the journey of customer to on board a solution using Portal.

**Temenos Value**

TENACITY

Venkataraman Kannagasamy  
6303  
Development-product

**Situation:**

Temenos used to have the oriental way of installing entire software and related licenses across products at client locations and used to charge based on the licenses. There can be scenario when client does not use a product but would have paid for the licenses. Also this oriental way of installation used to consume more time as the checklist to verify entire installation due to run in hours. Also the memory usage of software usage used to run high when all the software is installed which runs into more than 50 GB memory space. Considering this a newer software to on board clients in SaaS world is done via Temenos infrastructure project. In this new methodology, client has been installed only minimal software and hence minimal time for entire installation process.

**Behaviour:**

Venkat has been very instrumental in our recent deliveries, which needed immediate action. He has stood out with respect to the ownership of the activities and it demanded him to learn the new activities very quickly. He has shown great zeal in learning about the new areas he was assigned and one of the key project was TI Reclassification, which needed immense analysis and rework of code. Venkat was able to understand all the record records and used to reclassify them and deliver to make TI as product “ready for market”.

**Result**

With the advent of TI solution, Client has minimum downtime, minimum checklist of license software resulting in saving money to clients. Also performance of the TI is scalable since only essential data records are available. The solution is on boarded in UTP as well. Using this approach, clients can also get alerts on the improper record classification, as the system has the ability to throw errors. The solution is fully tested for On-Prem and Cloud clients bring in more revenues in future to Temenos

**Temenos Value**

TENACITY

Sri Ram Kumar G  
18980  
Development-product

**Situation:**

Temenos gets the revenue from licenses, new developments and also via maintenance. Considering Maintenance as a forefront which makes or breaks the reputation of Temenos in terms of getting customer satisfaction. Application Framework has been an area which is crucial core area which gets lots of attention in maintenance front. Considering most of defects logged being critical for any go-live issues.

**Behaviour:**

Sriram has been an enthusiastic developer. He has made his mark amongst his peers and has been a go to person for all new joiners. He has been mentoring the new members perform their daily activities with ease. He also has been one of the key developers, who has the best turnaround for any activities assigned. His learning skills have been phenomenal and he is improving his skills everyday with respect to the product learning.

**Result**

Being Sriram has a core member in the team, AFW team used to have best maintenance data where most of defects are delivered within a week's timeline. The productivity of the team has been increased by more than 20% due to immense mentoring by Sriram to the junior developers. This has been applauded in many forums where AFW was mostly the first team to give any committed fixes to client. This goes with the principle of AFW team's operation as "on time, every time" basis.

**Temenos Value**

RESPONSIBILITY

Dinesh Murugesan  
18022  
Testing

**Situation:**

1. Testing, Automation, Delivery, Regression Analysis and Code Promotion for the PSD2 API's within extremely tight timelines without compromising on the Quality of the deliverable.
2. PSD2 is a European regulation for electronic payment services. It seeks to make payments more secure in Europe, boost innovation and help banking services adapt to new technologies. PSD2 is evidence of the increasing importance Application Program Interfaces (APIs) are acquiring in different financial sectors. There were no Cucumber scripts running in UTP for PSD2 API's until 202004 build.
3. Lot of challenges in delivering the cucumber scripts for PSD2 API's.
4. Spotlight testing for AISP and PISP. – Request from EURO Bank to show demo on (T24, Spotlight and channels solution).

**Behaviour:**

1. Dinesh developed excellent competence in PSD2 standards in order to test and automate the API's. The development being a Regulatory Change, had to be Tested with extreme levels of diligence and a ZERO tolerance attitude.
2. Dinesh independently handled all the SI's and oversaw right from the Test Plan => Script Plan => Test Execution => Scripting to Delivery.
3. Dinesh had to put in extra long hours at work and had to sacrifice weekends / public holidays in order to honor the commitment.
4. Dinesh chased the teams and resolved all the issues he faced in delivering the cucumber scripts for PSD2.
5. Successfully completed SPOTLIGHT testing for both AISP and PISP

**Result**

1. As a result of Dinesh's hard work and dedication, 267 scenarios and 2875 steps for PSD2 AP's are running in UTP.
2. Able to show demo on the PSD2 functionality for the presales team.
3. PSD2 PISP (Payment Information service provider) E2E testing is completed successfully for EURO bank.

**Temenos Value**

RESPONSIBILITY

Varshini Periyasamy  
18779  
Testing

**Situation:**

Nordea AMS E2E scripting and on-boarding into UTP

**Behaviour:**

Varshini has involved in E2E AMS scripting for Nordea test cases and her contribution towards the scripting was remarkable. She understood the Nordea business functionalities and MS framework in a very short span of time. She took complete ownership of this scripting task and completed scripting on committed timeline. She is now working along with UTP team for on-boarding these scripts into UTP which is planned for 2021.07 release. In spite of Nordea scripting activity she has provided her extended support in multiple AMR release activities like TCXB AMR MBSIT, Legacy Maintenance defects (TCXB/TCUA) and Infinity SME payments E2E features testing for 2021.04 release.

Varshini's incredible contribution towards across many products within Infinity had helped team to deliver the committed tasks on time and quality.

**Result**

Nordea AMS E2E scripting completed and UTP On-boarding is in progress for 2021.07 release. Varshini is true example to demonstrate the culture of Velocity as she has worked on multiple assignments with complete focus and quality deliverables.

**Temenos Value**

VELOCITY



Nikitha Kashyap R  
19599  
Testing

**Situation:**

-R19.08 Escalation - BJB RC24 to RC33 .  
- API Testing

**Behaviour:**

- Worked for 4 weekends for BJB release and mainly worked on Gaps and new enhancement. Engaged in drafting test scenarios and scheduling meeting for clarification and finished the task on time
- She took responsibility of the BJB defects testing, regression and also she was the part of API testing for the Open Bank. Proactively she taken up on new technology like POSTMAN, IRIS, API etc, which was new to her. Apart from KD and API testing she validated 70 Customer incidents in the last four months.

Involved in BJB functional Testing and regression from RC 24 to RC 33 and worked for 3 continuous weekends and help to deliver the Release on time.

**Result**

- All new enhancement and Gaps was delivered on time to client and with high Quality. No issues were reported by client and no reopens as well
- Tested and identified more defects on major module in API Side and also in regression which helped to deliver quality release

**Temenos Value**

TENACITY

Padmanabhan Satish Kumar  
8405  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

We had a critical escalation to our Temenos management from Varo Money Bank for Account creation performance and locking issues.

**Behaviour:**

Satish performed excellent job in owning this activity end to end and involved majorly in assisting and reviewing the client concerns along with regional team and Product to address the reported issue. This required many over night efforts and detailed analysis to validate all the related impacts and provide solution.

**Result**

The dedicated support of Satish has helped to address various escalations which was complex and required several layers of reconciliation to resolve many critical issues reported by SBK, FGB, ALWA, JSB, Paypal, Prival, Varo, UBB, KBC etc. This has won the appreciation of Regional team, clients and Temenos Management. The quality of excellence and diligence in every task in hand, has achieved this extra mile, to satisfy the client requirement without compromising quality and priority.

**Temenos Value**

RESPONSIBILITY

Rajesh Kappera  
21271  
Development-product

**Situation:**

Rajesh is spearheading a team of 5 developers with charter to integrate Infinity with Transact and provide US specific customization. Over the last one year he has taken end to end responsibilities to deliver many of items which were first time done in our organization as mentioned below.

- First time multi-product integration between Infinity and Transact (with USMB functionality) which is now targeted for two US clients - ACDC & Avanti
- In addition to Transact integration, the team has completed several third-party integration (Onboarding - (Authentic ID, IDology, Google API, Twilio, Redhat PAM & KeyCloack) and Retail Banking - (Payveris, EFS, Twilio, Quicken))
- In UTP an integrated environment with Transact and Infinity(TDB version) is in progress and stages of onboarding.
- First time ISB for Infinity TDB is in progress, team has finalized the list of activities needed and working on getting it automated
- Fedwire payments integration on OLB with Infinity & Transact is completed
- Fedwire Mobile end-to-end development and integration with Transact is completed
- Four Infinity upgrades completed in one year (202004, 202007, 202010 & 202101)
- Achieved Multi Product Orchestration for Temenos Direct Banking with our in-house automation tool.
- Formpipe integration with Infinity for periodic account statement.
- Routing of Transact and Infinity alerts via Infinity alert engine

Though we lost couple of resources because of attrition he has ensured critical deliverables happen on time which needs him to stretch longer hours. He has also referred very good resources which we are in final stages of recruitment.

**Behaviour:**

1. Rajesh for showing Responsibility values and culture in Temenos Direct Banking (TDB)

**Result**

We have helped two clients integrated environment set-up using the current Temenos Banking solution. There are 4 prospects likely to sign in in next quarter. BSG team was happy and has sent appreciation to management.

**Temenos Value**

RESPONSIBILITY

Reshma Murali Krishnan  
20142  
Product - Security

**Situation:**

The need for quick ramp up and deliver to AMR 21 security requirements. Lack of security testing and finding of vulnerabilities can contribute to security attacks in Temenos products. This demands continuous security testing to create vulnerability free products prior to the client delivery.

**Behaviour:**

Reshma is an avid security enthusiast specialized in Advanced Penetration Testing. She handles security testing (Pen testing) activities of internet facing applications such as Infinity and T365 portal.

In her short time with Temenos she has ramped up quickly and managed products testing activities including Infinity deliveries for AMR 21. In addition, she works closely on SaaS clients testing before go live.

She is constantly on the look out for learning new trends and techniques in security and has also identified critical issues internally helping deliver secure products and willing supported when ever client related questions came up getting on calls and working patiently with customers.

She ensures information, reports and updates are readily available at any given time which is exceptional.

**Result**

On time Security Testing completion of critical products, reports & defect management during R21 AMR without any need of supervision.

**Temenos Value**

VELOCITY

Sharanya Raghunathan  
19182  
Testing

**Situation:**

Critical SI Delivery on TDH Openshift Testing for Husbanken Client (202012 Release)

**Behaviour:**

1) Openshift is the container platform Technology that works with Kubernetes for launching TDE applications and this is the new technical Implementation with the TDH Product as a client requirement. Sharanya was assigned with the project and with a short deadline to complete the overall TDH Functionality Testing.

2) She has put her complete efforts to understand the new Technology in a short span of time as pretty much required to handle the Red Hat Openshift Cluster Environment. She extended her daily working timeline for the resolution of any issues or blockers faced during the testing and also took additional responsibility to interact with the DEV & cloud support Team for the resolution of issues quickly.

3) She nailed it by finding many bugs and got them fixed by the development team. She has overcome all the hurdles faced and completed the Testing with the agreed Timeline and delivered it to the Client on time.

**Result**

Her adaptability to the new technology of testing helped to complete Openshift support for TDH within the given timeline and also with her commitment and hard work towards the project is much appreciable.

**Temenos Value**

VELOCITY

Krishna Manthina  
21428  
Development-product

**Situation:**

Given 200% effort in handling all the issues of Eurobank.

**Behaviour:**

He was on frontline to support the tickets and bugs raised by L2/L3 teams.

He identifies the root cause and gives a fix or provides a right POC.

Also tracks ongoing epics and tasks which his team has to deliver.

His day will be full of calls and meetings yet gives his time to other people to guide them complete their tasks.

He will always be there for good and bad times of peers under him in this covid times.

**Result**

Delivers release with quality and on time.

**Temenos Value**

COMMUNITY

Poornima Devendran  
19912  
Testing

**Situation:**

Implemented Key Cloak Feature for Analytics in UTP within the targeted Timeline.

Key contributor in delivering the scripts for UTP Primary

**Behaviour:**

Poornima has worked on Scripting the Key cloak feature for Analytics & the same has been onboarded on UTP.

She has worked on all the products of Analytics & been very instrumental in R21 AMR-related Activities, be it testing the AMR tagged Defects & R21 AMR Testing for Analytics Application, she has single-handedly worked on the assigned tasks and tracked for its closure.

Performed end-to-end Testing for Analytics applications in Linux Platform, PostgreSQL DB within a very short timeline.

Never hesitated to extend the work even during weekends for the delivery and possesses the ultimate "can do" attitude while taking on all the tasks with positive energy.

In addition to her regular activities, provided additional support in Mentoring team members.

**Result**

Her understanding and commitment power and getting it done attitude have helped in timely delivery and the efforts need to be recognized.

Poornima truly reflects the Temenos values of "Responsibility".

**Temenos Value**

RESPONSIBILITY

Sangeetha Raghunathan  
19390  
Development-product

### **Situation:**

Sangeetha R is the Team Member as part of Retail Model Bank Team. She joined in Temenos after 5 years of experience in Retail Branch Banking. She is in the T24 system for 1.7 Years. Her role to learn the AA Modules, Customization Skills on the Model Artifacts, Retail business functionality to work on the Model Internal/Client defects and Enhancements. Moreover, the additional responsibility is to understand the regression process and to address the selenium and MB Seat errors on priority if any and She handles the situation in twin killing and puts extra ordinary efforts on analyzing and quicker solution.

### **Behaviour:**

Maintenance defects – Sangeetha has worked on internal defects as well as Client defects with proper analysis and she ensured that she has moved the defects on time to the Testing team. In addition, she has acquired good amount of customization skills on the Model artifacts and worked on some of the critical client defects, and delivered before the committed timeline and made the fix available for the clients. Enhancement - Sangeetha has good understanding on the Model Enhancement process flow and worked on some of the crucial Enhancements, delivered the changes and made the required functionality available in the desired build. Please find the below remarkable Enhancements which she involved and delivered.

- Client KBC NV - Hungary – She designed complex enquiry to show the internal interest calculation and delivered the same in time and its highly appreciated. Ref Defect id (4263817).
- Client K & H Spirit-Bonus Interest Distribution in physical Cash Pool (3002296), where she delivered Products such as Master and Sub –Account which client classifies with the help Sweep concept.
- Retail LD Risk Free Rates (3376703), Enhancements that brings Changes on LIBOR to RFR and she coordinated with Development and Testing team for timely delivery which regressed and updates successfully.
- One of our Client- ITAU Unibanco Private Bank\_ TERM Deposits requirement for TAP (3333336) this is entirely new implementation for the Retail vertical for creating a separate package to the specific client
- However, she has quickly acquired the new product creation steps and doing the enhancement. Also raising the issues with the respective teams immediately and get the fixes with multiple follow-ups and Regression responsibility – she has gained good amount of knowledge and understanding on the Selenium and MB Seat regression process and taking care of the errors (analysis and fix from Model) as per the schedule allotment on both weekdays and weekends.

### **Result**

Sangeetha R is an extraordinary and excellent performer in terms of Model work and she understood the process and taking the responsibilities when the work is allotted. She always ensures that all the deliverables (Both Defects and Enhancements) should go on time without any regression issues. She took additional efforts like deploying the artifacts in the latest area before delivering to make sure that it will not cause any errors.

### **Temenos Value**

RESPONSIBILITY



Shaik Jeelani  
19318  
Development-product

**Situation:**

Euro Bank Project External Collateral Setup required a functional workflow for different applications to be implemented in Demo System for Presales demo requirement. However this is the first pilot project which was to be followed in Agile Process in Banking Framework vertical.

**Behaviour:**

Shaik was representing Model as Scrum member in agile team to handle model related requirements. He developed skills and process knowledge related to Agile Process and also related to Existing Collateral Functionality. Though the initial level requirement in the Functional document was not a standard process in Product development, he was able to understand the same and communicate it to the Product Stakeholders. He was able to coordinate with the presales team to get the demo requirement for external collateral setup. He was also giving KT to the team about the process followed in agile methodology during this first pilot project.

**Result**

As a result of early communication from Shaik, Product stakeholders agreed and requirements got changed in the Functional specification during the solution discussion itself. Enhancement Changes were delivered within the Planned Sprint. Workflow related changes were implemented in Demo system and it was covering all the business scenarios as per the requirement from presales.

**Temenos Value**

VELOCITY

Kamalarajan N  
18847  
Development-product

**Situation:**

Credit Suisse Italy Strategic Initiative for SEDA E-Mandates required a deep understanding about the existing Direct Debit Functionality and about the structure of XML Messages for E-Mandate. And also the project followed agile methodology in 3 different sprint which required effort to understand agile process.

**Behaviour:**

Kamalarajan understood the necessity of the time by owning up the model development cycle and working extended hours so that deliverables is not missed out within the planned Sprint. Across the 3 different sprint, he was gaining the skill on agile process and knowledge required to implement SEDA E-Mandates functional workflow in demo system. He also ensured that implement covered a proper workflow for all new tables, business scenarios for different cases and ARIS workflow.

**Result**

Model deliverables pertaining to the enhancements were delivered within the stipulated time and ensured very minimal defects were raised and addressed within the Sprint itself. This resulted in appreciation from the product stakeholders for covering the end to end workflow in demo system.

**Temenos Value**

RESPONSIBILITY

Nandhini Kamalanathan  
18899  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

BTPN client was facing a major AA core issues which was causing business impact and escalated to region to resolve in short period. There was also an agreement to address the problems, queries raised by the client on daily basis, apart from the tickets they raise.

Additional support provided for clients EWBC, FTBC.

**Behaviour:**

Nandhini was assigned to BTPN project and she has taken all these challenges. With her expertise, she identified product bugs and suggested required setup for bank to meet their business requirement which was appreciated by bank. In addition to this, bank raised a critical AA issue and the product team confirmed that it cannot be fixed as core bug. Nandhini understands the bank business impact, requirement and she delivered the local development in short span of time. Bank appreciated the effort taken by Nandhini in resolving the problem by delivering the alternate solution.

EWBC client has reported the COB performance issue in AA job and help them to reduce COB time. Nandhini has reviewed product setup and provided the suggestion. In addition to this, she helped bank to clear the exception activities (more than 50,000 NAU activities) which also help them to reduce the COB time.

FTBC client modified the old dated product condition which has caused the reverse and replay on the all savings, current account which increased the AAssure count. Nandhini has delivered the correction for the affected accounts and reduced the AAssure count. Client was happy with the support.

**Result**

Analysis and solution provided with quick turnaround timing was appreciable by the clients. All critical issues are resolved in short period and always available for handling the escalated issues.

**Temenos Value**

RESPONSIBILITY

Renganayahi G  
19998  
Testing

**Situation:**

One of the main feature in SME - Signatory Group related backend changes on Approval Matrix for 2021.04. She took on this responsibility with great dedication and helped deliver the key features for SME in time.

**Behaviour:**

In Infinity SME Banking, Signatory Group backend changes on Approval Matrix was one of the major enhancements delivered as part of 2021.04 release for Euro bank client. She took ownership for manual testing. Her commitments levels ensured that a very good quality was maintained Signatory group Approval Matrix changes.

She meticulously tested each business scenario in SME. She has raised more than 120+ bugs in the 2021.04 release within a short span of time. Additionally, she had also provided end-to-end knowledge to the new joiners and utilized them in Bugs verification / Sanity testing towards the end of release.

**Result**

Renganayahi's continuous effort and passion towards testing is highly appreciable. Her support was invaluable to release our features in the given timelines and increase the overall quality of the product. The Temenos culture of 'Responsibility' was fully demonstrated by him.

**Temenos Value**

RESPONSIBILITY

Lokesh Sekar  
19692  
Development-product

**Situation:**

Lokesh had been assigned with the responsibility to deliver the Funds Explorer UI in Angular framework. This involves new technology and skills around this framework has been limited. Lokesh had the tenacity to quickly learn the product and also in time started developing Angular components which were reusable which led to faster development of the UI.

**Behaviour:**

Lokesh has raised up to the challenges thrown at him with lot of hardwork coupled with skills. He is fast learner and applies himself to development creating efficient and functional performant products.

**Result**

Funds Explorer UI has been delivered for the R21 Multifonds product.

**Temenos Value**

TENACITY

Ravishankar V  
14851  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Leading the Wealth Manager team with complete effectiveness during this pandemic situation.

**Behaviour:**

Ravishankar leads the Wealth Manager in Support. It is four member team with two people required to be on shift to perform end of day Batch operations for clients across different time zones.

- Maintained the outstanding at target level throughout the pandemic period without allowing to inflate.
- Ravi extended his work to Coordinate and guide the shift analyst working in different time zones to perform pre check to have smooth end of day and month end batch operations. There has been no critical escalation for the last six months, which is a great achievement in itself.
- Ravi reached out to different teams in Product and relevant stakeholders to provide solutions to clients much to clients' satisfaction.
- He got involved in maintenance discussions to derive solutions for complex problems as he was well aware of Client architecture
- The fixes done in WM had to be notified manually to clients when they were released. Ravi was very vigilant in this aspect and notified the client immediately as soon as the fix was released, ensuring timely delivery.
- The team meets its target in all the metrics due to his strict follow up and ensuring timely response to tickets.
- During the Pandemic situation, he well channelized the team members' issues and ensured on-time delivery of the solutions overcoming all the challenges viz. Sickness, network et el.

In a nutshell, Ravishankar played a key role and was instrumental in running the WM team effectively. He certainly deserves a reward for his hard work and efforts.

**Result**

Team performed effectively with no dip in performance during this pandemic. The most praising fact being no critical issues got escalated to the management level.

**Temenos Value**

RESPONSIBILITY

Sathish Kumar J  
14434  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

MUFG Bank Limited implementation support across different entities BOTM\BTMM\BTML\BTMJ So it is not the same delivery and Implementation support rendered across the clients. Due to Client criticality the deliveries were planned straight into Client release instead of Dev release. There were many environments related to SIT/UAT/ Live environments. There were escalations from the client due to capacity performance issue. Since it is a new client, Satish contributed much in training bank both functionally and technically.

**Behaviour:**

Satish is the Face of support for client and managed Installation across the multiple environments and providing first level Support for all the queries reported by Client. There were scenarios, where the issue could belong to new modules, performance issues causing bottleneck which he smartly managed to identify the erroneous patterns, that made it easy to fix the root cause of the issue. He was responsible of all packages\ solution delivered to the client. He segregates the issues to identify whether it is a training issue or a bug and explained each of the issues to bank as client is new to T24.

As INMB and RFR products are quite new, there are no expertise from Support end for implementation and it was the responsibility of Product and it wouldn't be possible without him as he put extra effort in understanding the product and He spear-headed for all planned Dress rehearsals during many weekends. The entire Snapshot solution was revamped owing to the Performance issues because of very high volume of client database. There were several cycles in SIT / UAT and resulted in exhaustive iteration across all entities. This requires lot of patience and dedication to address this challenging requirement.

Sathish accustomed seamlessly into the program, familiarized himself with engagement, partner, clients and other team members proactively and aligned with project priorities with minimal support. This was commendable, more so given the fact that owing to Travel Restrictions he had to undertake this remotely.

**Result**

Go live planned in September. He has won appreciation from Client and Senior Management / Project team. The escalations were transformed to appreciation and he deserves this recognition for his effect contribution

**Temenos Value**

RESPONSIBILITY

Rahul Jampana  
23016  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Rahul is a new joinee in PACS Infinity support.

Infinity support challenges with huge inflow and High priority customers like - Minnwest (Premier), L&T, ITSS, Comerica, CWB, Credem..etc. Needs Highly motivated engineers to take ownership and learn the product and support the customers.

Majority of the team is new- less than 1 year experienced. Handling Fabric issues, Spotlight and backend issues is complex & time consuming.

**Behaviour:**

Rahul understood the importance of levelling up the field and raising to the occasion, not just once but has been consistently performing excellent.

He has taken complete responsibility as a support engineer and never stepped back with the commitments.

While the avg velocity of an engineer is around 23 per month, He has resolved over 112 issues in this quarter and more to GO.

All CSAT response on his tickets received Positive feedback.

**Result**

Received Customer Appreciation from L&T: "Thanks Rahul for the quick and perfect solution." (Tkt # 159810)

From Jorge Acosta: "Thank you, we understood the migration process and we will test it on a DEV environment"(Tkt#159451)

Resolved over 115 issues in this quarter. For an engineer who is relatively new in the system these metrics are hard to achieve. Backend issues resolution is time consuming and complex hence this is a phenomenal achievement.

Getting such appreciation from individuals and customers shows what kind of support Rahul had been providing consistently on his tickets. Because, getting CSAT scores itself is very difficult, getting written comments - happens only when excellent job done. Overall excellent velocity metrics combined with very good CSAT scores and positive attitude makes him stand a cut above.

**Temenos Value**

VELOCITY



Vashista Puram  
22497  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

NFI issues on Android - a Challenge

Android NFI issues with Credem - Customer has been insisting on resolution though this was not a platform issue.

Engage product support needed a diligent engineer to look at the issues and coordinate with Eng teams. This is over the existing Infinity support. Handling Customers CUA, Umpqua for Engage. Improve on the quality of the ticket transactions. Increased inflow on DW issues having overall pressure on the team Impact of a Market place component -social share component - could impact the customer's go-lives

**Behaviour:**

Rahul understood the importance of levelling up the field and raising to the occasion, not just once but has been consistently Vasi has been an excellent & energetic engineer who joined PACS just before Lockdown. He picked up very fast on the Quantum & infinity support.

Being a SE, he has the maturity to understand the overall pressure the team is going through. He proved that he is capable of handling the Android issues independently and also take Engage support. He also participated in customer calls with CREDEM - who is a painful / demanding customer always. Handling NFI issues and resolving for Credem was appreciated well by the customer. Social share component issue was highlighted by Vashista which was proactively done. IF this would have been not done, the customers would have impact on Go-lives.

**Result**

Customer appreciations received: "Thanks a lot Vashista for the Quick response and clear explanations" (161052)

"Quick analysis and details of the route cause provided. Thank you! Very well Handling of the CUA & UMPQUA customers for Engage issues. These written customer feedback comments prove the holistic approach Vashista takes while resolving the issues.

Resolving NFI issues on Android for Credem - which were very complex. Proactive notification of social share component issue- which otherwise could have got escalated, shows that he is always thinking about Temenos Supporting customers. Also handled Credem Customer calls to set the right expectations with the customer. Also, taken the responsibility to resolve the DW issues which will help the team.

Customer first attitude always ensures that there are no escalations on support tickets.

**Temenos Value**

RESPONSIBILITY

Leela Ratna Charitha  
21213  
Development-product

**Situation:**

Enhancing Server cache Framework with Filter, Sort, Search and Pagination capabilities

**Behaviour:**

Charitha has implemented critical caching and search functionalities single handedly with great quality

**Result**

Caching is an important design in Infinity apps and Charitha has worked on this key feature with client delivery in place. Great team player who can work on different modules parallelly and deliver every owned items on-time. List of features implemented in Origination app is Sorting, Searching, Caching and Pagination.

**Temenos Value**

TENACITY

Archana Hariharan  
19751  
Development-product

**Situation:**

SSO integration and configurations for Origination app on Salesforce integration

**Behaviour:**

Archana Hariharan has been key contributor in SSO integration, Extensibility of e-mail templates and various configurations.

**Result**

Archana being a new joiner, learned quickly the complex designs and implemented Salesforce deeplink url feature and SSO integration feature between origination and Online banking applications successfully. She has contributed for delivering various configuration features in Origination application for more than an year. To support extensibility, she has done an poc to modify email templates and delivered the steps to documentation team for L2 and L3 team purpose. She is key contributor for the team and always delivers the features on-time.

**Temenos Value**

VELOCITY

Munukoti Rama Srinivas  
21471  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Support Android issues for PACs Infinity.

Majority of the team is new and need the team to Focus on CSAT scores and other aspects of improving the ticket transactions. Reduce Escalations on Android related issues. New team members joining and help the Quantum team for Android issues. In addition, help the team in handling the issues on DW as much as possible which will help reduce the burden on the team.

**Behaviour:**

He was never hesitant to extend his helping hand during off hours.

He has been responsible for improved CSAT scores in DBX and could achieve good CSAT scores for DBX.

Give support to the new team members in holding their hands and educating them periodically on the overall support process.

Never hesitant to extend his helping hand to other team members. Also, fills in when the team needs shift coverage.

In the pandemic situation, keeping the team members together and understanding their concerns shows his maturity.

**Result**

Srini handled the Credem customer with alternate days call and explaining the customer about NFI issues. He is the SME in Android for Infinity support. Srini has been instrumental in helping the Quantum support team on Android issues and hence shows the 'Community' value by extending his helping hand. Now, playing the Buddy role for the new joiners in quantum support.

The CSAT scores have consistently been >35% every month. There is no Negative feedback received on his tickets.

Getting the new team members comfortable by providing KT and constantly keeps the team motivated.

**Temenos Value**

COMMUNITY

Phaneendra Vakalapudi  
20561  
Solution Sales - Pre Sales

**Situation:**

Some of our POCs during this quarter needed deep quantum coding skills as well as integration with third party libraries. Here are some of them; Lombard Odier with complex hierarchy front end logic, Aldermore with Broker Portal functionality and animation framework called Lottie.

**Behaviour:**

Phaneendra Vakalapudi is one of the lead developers of our team, the Global Infinity Demo COE. He has good skills with Quantum as well as iOS native development. Many of the POCs he worked are critical and technically complex ones that involved third party integrations with Quantum. The POCs include Lombard Odier (Geneva) where he worked closely with platform Sunil Tokuri & his team along with Arun Thallapelly. Aldermore Broker portal is another POC with Abhishek Roy (BSG) which is being used generically for customer demos. He also worked closely with our US teammate Chris Mejia on Lottie animation integration with Visualizer. Phaneendra carefully understands POC requirements and formulates a right approach towards the best solution. He is also a sports enthusiast, loves cricket but missing playing for our organization due to the pandemic.

**Result**

Temenos has won Lombard Odier. Aldermore POC is being rebranded for multiple prospects across Europe for demos. He helped many demos and team mates in debugging issues and deliver them quickly.

**Temenos Value**

TENACITY

Vishnu Darshini S  
17749  
PES - DevOps Services (UTP)

**Situation:**

EPD Product to qualify in UTP for monthly release.

**Behaviour:**

Vishnu learned UTP process very well for new products to get onboarded. She has been in UTP for almost 2 years and recently she had onboarded a product (Enterprise Product Pricing), which is a high priority in every layer of UTP and she handled the project efficiently even though it was it's first kind of involving microservice combined with transact (T24). In UTP, it was onboarded in all three layers - primary, secondary, SAF and monthly release. She has put more effort to get it done on time. Parallely some of the latest product changes done by product team, was also incorporated in UTP effortlessly in a quick period of time.

**Result**

Product onboarded and delivered with the expected monthly release and running successfully without any issues currently.

**Temenos Value**

VELOCITY

Umathanu N  
10939  
Development-product

**Situation:**

TTI is completely handled by team in India with minimal or no support from onsite. There were lots of functional and technical challenges involved in learning and working on this. Having received very less training and help as only a few people were aware of what TTI is it was challenging to learn everything from scratch only with the help of documents.

**Behaviour:**

Despite being new to T24, TAP and TTI, learned the interface both functionally and technically from scratch. Learned Gwpack and helped the team to resolve issues and deliver the KD's to client on time. With minimal support, learned and helped the team in Mule and Camel related issues. Worked extra hours and on weekends to achieve this for the team

**Result**

Despite so many challenges, has managed to complete all the TTI/Gwpack enhancements on time. Resolved client defects much before their committed delivery dates. His can do attitude helped in timely delivery and resolved issues reported by the team and the efforts needs to be recognized.

**Temenos Value**

RESPONSIBILITY

Kokku Bhargavi  
21575  
Development-product

**Situation:**

Bhargavi joined temenos as full time employee 6 months back and with in short span of time, she was able to pick up the product stack and deliver quality results.

**Behaviour:**

Due to the last minute developments and bug fixes provided, regression issues were created in the last minute. Even being a less experianced resource to the team, Bhargavi took ownership and analyzed those issues on her own and was able to provide quick turnaround. She always ensured to test all the possible (positive and negative) test cases so as to avoid further regression issues even with limited time. Salesforce CRM was introduced to Infinity stack and she took ownership of the POC's and was able to complete it with limited resources available. Along with the designated work she was able to mentor the new joiners in the team and uplift their product knowledge as well. She is a good team player and always ready to help on any urgent issues or unblock team members during development.

**Result**

Quick turnaround were provided for the bugs raised during stabilization sprint and took ownership of product/feature selection module. She is an inspiration to all new comers to the team.

**Temenos Value**

AUTHENTICITY



Arun Kumar Pradeep Kumar  
22990  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

ArunKumar is part of the Origination Team in LMS( Life Cycle Management Suite). PACS have offshoring this support activity for LMS from last year. All the team members are newly recruited and trained to work in tickets logged by the LMS clients.

Challenge for this team is they need to continuously work on the US timings throughout the year to support the US clients.

**Behaviour:**

Arun Kumar's attitude towards handling clients or tickets is outstanding. He took immense effort to resolve the assigned tickets to the most perfection, making the client happy and satisfied. He never hesitates to work on the weekends in case of any demand from the client.

**Result**

Usually, the team's average outflow per head is 22 tickets per month. But Arun always goes extra mile and resolved more than 30 Tickets per month. In this quarter, he has resolved around 92 tickets, which is an outstanding achievement. Hence recognizing him with an Gem Award will motivate him and the team to achieve new milestones in the upcoming days.

**Temenos Value**

VELOCITY

Senthilagam Swaminathan  
22993  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Senthilagam Swaminathan is part of the COLLECTIONS Team in LMS( Life Cycle Management Suite). PACS have offshoring this support activity for LMS from last year. All the team members are newly recruited and trained to work in tickets logged by the LMS clients.

Challenge for this team is they need to continuously work on the US timings throughout the year to support the US clients.

**Behaviour:**

Senthilagam Swaminathan actively involved in resolving tickets in the COLLECTION module of LMS product. She always keen on delivering the maximum possible with dedication to resolve the tickets in very shorter amount of time, which makes to resolve more number of tickets than others in the team. This will help the team to achieve the SLA agreed with the client.

**Result**

Usually, the team's average outflow per head is 35 tickets per month. But Senthilagam always goes the extra mile and resolved more than 50 Tickets per month. In this quarter,She has resolved around 152 tickets, which is an outstanding achievement. Hence recognizing her with a Gem Award will motivate her and the team to achieve new milestones in the upcoming days.

**Temenos Value**

VELOCITY

Gnanaprakash Rajagopal  
22350  
CMB - Testing

**Situation:**

Testing, Delivery, Regression Analysis and code Promotion for the build ,202104,202105,202106 with in extreme tight timelines without compromising on the quality of the deliverable and delivered the Bank of England, Open Bank, BIL client committed si on time.

**Behaviour:**

Gnanaprakash had lead and governed 3 SI Scripting in 202104 build and handled 3 SI scripting in 202105 Build SI,

The development being a client specific initiative this was tested with extreme levels of diligence and a Zero tolerance attitude. Gnanaprakash independently handled Bank of England, Open bank and BIL enhancements, tested around 170 Inward and outward payment flow and oversaw right from test plan, test execution and scripting delivery. Gnanaprakash had put in extra-long hours at work in order to honor the commitment.

**Result**

Bank of England, Open Bank & BIL bank enhancements was delivered with good quality and was made available to clients.

More than 120 defects were raised in these si and Client committed si's are delivered with good quality

These 120 defects could have potentially come as more than 300 defects from clients and Gnoprakash ensured SI'S are delivered with good quality.

**Temenos Value**

RESPONSIBILITY

Kasi Maddula  
21205  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

#### Situation:

- Avoka Onboarding, - Transact hourly and daily reports generation from Jira Service Desk - CMMi2.0 onboarding

**Behaviour:** Kasi Maddula is a single person who manages PACS Quantum and Infinity Reports and has contributed significantly in the Reports and Operations. His contributions made leadership, management team job much easier to understand the operations performance and trends. His key achievements are:

- Onboarded Avoka into regular operations by understanding their workflow in Jira Service Desk (JSD) and current set of metrics available
- Avoka operations are now completely run from India and has set CY21 Business priorities. Had a series of marathon meetings between Business Systems, Jira Service Desk support and Eazy BI support in bringing required external plugin fields to Eazy BI Reports. - Many fields from JSD have been brought to EazyBI. This has led to many performance issues. Worked with Anton Australia team in upgrading Infrastructure and brought great stability in the Eazy BI Reports tool
- Created weekly dashboard with 4 weeks trends comprising key metrics identified (Inflow, Outflow, SLAs, Resolution ageing, 50/80% percentile, Escalations, Customer satisfaction)
- Onboarded Avoka into Monthly Operations review meeting with all trending performance against key business metrics and insights
- With transact team migrated to JSD from RTC brought many changes to ticket workflow which caused major challenge in operations and data correctness. Worked with Business system in fixing the gaps like No resolution date for few tickets in Closed / Permanently Closed state.
- Transact (PACS Metrics) team sends hourly and daily deviation report to all support teams and leadership team. There were a lot of challenges in preparing this data (Unavailability of fields, Field mapping, Data issues) and he has created necessary reports in few days after working with Business system team to fix gaps and with a great quality which avoided their manual efforts which were put earlier. Received great feedback from leadership team.
- We have recently onboarded into CMMi2.0 process and received great applause for the best practices already put in place for Data retrieval, Preparation strategy, Data Quality Check mechanism before releasing reports to stakeholders
- There were multiple customers started complaining about their mapping with accounts issue while raising tickets in Basecamp. After thorough analysis, He played a crucial role in working with Business system in identifying the root cause and implementing solution. With this able to achieve better customer tooling experience. - He is the sole owner for generating quantum product license for version below v7.2. Created strategy to generate license by predicting future needs and saved lots of dollars in tool license renewal from years to few months.

**Result :** Exemplary performance in onboarding Avoka to Infinity Reports strategy and providing extended lifeline to transact reports in JSD post migration from RTC. In addition, contribution to operations and license renewal handling highly appreciated

#### Temenos Value

TENACITY

Pranita Keshri  
17717  
Testing

**Situation:**

There were multiple critical enhancements for Open Bank, Macquarie and BJB which involved complex functionalities, which forced us to spend more time in understanding the requirement. Also, there were new requirements from Open Bank related to TFI and T24FIX Interface which was a complete new thing which needed a thorough understanding and commitment to test and deliver on time.

**Behaviour:**

All the critical enhancements related to Open Bank, Macquarie and BJB were delivered on time because of the commitment shown right from the preparation of test plan to test execution. Pranita was able to find defects at an early stage while testing in these critical enhancements which helped the team deliver quality product. She has actively been able to collaborate with developers and BA while testing to fix the bugs which were found. She takes utmost care for delivering the scripts into UTP ensuring zero failures and correcting the failures as and when they come. TFI and FIX testing was a challenge but she was able to learn the complete End to End flow with ease and understand the functionalities well. She has also extended support to other team members as and when required especially for better understanding on new concepts related to TFI and FIX. This ensured quality testing and quality delivery on time. She had always been able to extend support to other team members as and when required.

Overall she is a committed person who takes up responsibilities and completes the work on time and she ensures that we are able to deliver all SI's with quality. She holds a good functional knowledge which really helps the team.

**Result :**

Pranita's dedication has helped us deliver the critical enhancements to all the clients on time. Her understanding on FIX and TFI testing has helped the team deliver Open Bank SI's on time. She is a strong performer who continuously delivers quality work and is always ready to provide the extra support to other teams.

**Temenos Value**

RESPONSIBILITY

Abhishek Golcha Ashok  
21997  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

1. Team count contribution by Abhishek.
2. Client had an issue for FOREX which was linked with updating records under a very peculiar situation which no other clients used earlier. The case moved to UXP team and abhishek was requested to perform analysis on the same.
3. Product creation was not working in UXP browser. Area was kubernetes based as well, which requires fresh knowledge and modern world technical skills to tackle.
4. Critical production issue on connectivity layer. Client has having issues in SWIFT processing.

**Behaviour:**

1. Abhishek has shown exemplary behavior as a colleague in tackling multiple cases with all efforts even for fresh modules like UXP. His contribution towards the team was extraordinary contributing to 140+ closures in Q2 2020 which according to us is a very good outflow helping the team to achieve all its targets on time.
2. He has also helped other teams to tackle multiple escalated cases being on night shift when client had little time window for resolving issues. With his extraordinary analysis skills, he has found issues in cross modules overnight and suggested code fixes as well which on going further resolve the client's issue in a matter of few days.
3. Abhishek has jumped into escalations many a time to help distribute the load on his colleagues and finally receiving appreciations from clients as major issues are resolved with his timely help and analysis.
4. Again abhishek has showed his responsibility towards the client's critical situation. For this connected over skype with the client to better understand the problem and finally came out after helping them resolve the case completely.

**Result :**

1. With his help, team is able to meet its target.
2. His analysis gave the functional team a way to proceed with the critical item.
3. Issue was resolved, and abhishek was praised for his contribution by client.
4. major SWIFT issue was resolved in production.

**Temenos Value**

RESPONSIBILITY

Pushpanjali Desineedi  
22823  
Development-product

**Situation:**

Pushpanjali is the single point of contact for Handling the entire IRIS module alone. Right From requirements gathering to design delivery, She owns the entire module.

**Behaviour:**

Pushpanjali alone handles the entire discussions. And decision making in the IRIS module. She gathers requirement, collaborates with dev team And makes sure that the design delivery has met The client requirements.

**Result :**

Every work that she delivered was reviewed internally And went through.

**Temenos Value**

RESPONSIBILITY

Tejaswi  
16754  
Development-product

**Situation:**

1. Tejaswi is a key performer and a pillar of IRIS R18 team. She has proved herself in maintenance defect and enhancement developments.
2. Tejaswi has played critical role to complete critical and major enhancements. ODS swagger changes New UI changes for TDH (ODS) IRIS Workbench
3. She also took the Husbanken 202012 TDH backpatch and completed successfully.
4. She has learnt the Quantum platform in short span and have developed the IRIS tooling with it.
5. She has been an excellent mentor within the teams and helped others to meet their timelines.

**Behaviour:**

1. Making herself and team to be more productive with quality and supported to junior in team for any defect progress.
2. She has also supported other team members during critical timeline on client deliverables.
3. She has supported at all times inclusive of weekend without hesitation is much appreciated
4. She always ensures to understand the raised issues by client and enhancements requirements clearly and delivered on time without any hiccups.

**Result :**

She has played key role in recently delivered enhancement 'ODS swagger changes' which is required for Husbanken.

Tejaswi quality of work helped to complete the development on time and on defect without client rejections and it helped the team meet the committed delivery dates with quality.

She is always keen in learning new technologies and never hesitates to extend her time and effort to complete the work on time

**Temenos Value**

TENACITY



Shiv Krishn Govind  
14561  
Development-product

**Situation:**

- 1.Shiv has proved himself in maintenance defect and spearheading the team.
- 2.Shiv has played critical role to complete critical client defects like open bank, Paypal, Nordea, ABN Amro, etc...
- 3.He has been an excellent mentor within the teams and helped other to meet their defects timelines on-time.
- 4.He has been a key performer and a pillar of IRIS R18 team.

**Behaviour:**

- 1.Making himself and team to be more productive with quality and supported to junior in team for any defect progress.
- 2.Shiv has supported at all times inclusive of weekend without hesitation.
- 3.Since Shiv leads the team is very good in knowing the each of the team member strength area and he assigns the works accordingly for quick Turn around Time on the client defects / back patch works.
- 4.He always ensure to understand the raised issues by client and delivered on time without any hiccups.
- 5.Shiv has also supported other team members during critical timeline on client deliverables

**Result :**

He has played key role for client like Open Bank, Paypal, Nordea, ABN Amro, EuroBank, AlRajihi etc

Shiv quality of work helped to complete defect without client rejections and it helped the team met the committed delivery dates with quality.

He never hesitates to extend his time and effort to complete the work on time even during weekends.

**Temenos Value**

RESPONSIBILITY

Ravindra Shankarreddy V  
23243  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

- New Joiner
- Working from remote location
- Challenging Infinity product with every release new feature set being added
- Added pressure with new customers and key member attrition

**Behaviour:**

He has joined Bangalore Infinity PACS team (New setup) and undergone the product learning through recorded videos due to unavailability of training sessions. He is just 9 months old into Temenos and the way he has shown his exemplary performance in resolving customer issues or queries is impressive. Troubleshooting and Microservice knowledge is laudable.

**Key Highlights:**

- Resolved 110 tickets in a quarter which is almost double the expectation set.
  - Healthy MTTR <10 and support time < 4.3
  - Resolution target : 98% against the goal set 95%
  - CSAT Response rate: 40% while team average and goal is 30%
  - CSAT Satisfaction positive score : Near perfect 100%
  - Started handling weekend shift of managing entire Infinity support operation by a single resource
  - Few customer appreciation received are as below:
    - 1) Ravindra was really helpful from the start and we were able to resolve the issue quickly (Ticket #161056)
    - 2) Thanks Ravindra for debugging and finding out this issue is due to mock data. We conveyed the same to customer/prospect. Closing this ticket. Thanks for the priority on this. (159010)
    - 3) good debugging and problem resolving skills. (158851)
- He is the SPOC for all microservices related knowledge and troubleshooting

**Result :**

Ravindra has gained good amount of product knowledge in very short span of time and his impressive technical skillset, troubleshooting techniques and customer focused with positive mindset is a unique talent. He is a great asset to the team.

**Temenos Value**

RESPONSIBILITY

Nidhi Ramakrishna  
23173  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

- New Joiner and First Resource at Bangalore Infinity support team
- Working from remote location
- Challenging Infinity product with every release new feature set being added
- Added pressure with new customers and key member attrition

**Behaviour:**

She has joined Bangalore Infinity PACS team (New setup) and undergone the product learning through recorded videos due to unavailability of training sessions. She is about to complete an year into Temenos and her thrust in resolving customer issues, consistent and continuous engagement with customer is commendable. Process adherence and communication are added feather to her cap.

**Key Highlights:**

- Resolved 109 tickets in a quarter which is almost double the expectation set. Even though she was on her marriage vacation for 2 weeks
- Amazing contribution to the Quick runs (Same day resolution)
- Healthy MTTR <9 and support time < 4
- Resolution target : 98% against the goal set 95%
- CSAT Response rate: 40% while team average and goal is 30%
- CSAT Satisfaction positive score : Near perfect 100%
- Started handling weekend shift of managing entire Infinity support operation by a single resource
- Few customer appreciation received are as below:
  - 1) Thanks a lot for the quick resolution. (Ticket #161487)
  - 2) Thanks for the prompt reply. (160928)
  - 3) Thanks lot for the quick response.(158891)
- Taken ownership of driving specific account level, High Aging ticket triage, prioritization and bringing to resolution by working with multiple teams

She is the SPOC for all Fabric and server modules product knowledge and troubleshooting techniques

**Result :**

Nidhi has gained good amount of product knowledge in very short span of time and her impressive technical skillset, process adherence and customer handling is a unique talent. She is a great asset to the team.

**Temenos Value**

RESPONSIBILITY

Anuridha Magesh  
22236  
CMB - Development

**Situation:**

Complex development with tight schedule

**Behaviour:**

Joined as an Intern, she is very keen to learn different technology frameworks in Temenos. She performed well both in Transact and Interfaces development pertaining to Middle-East region. Within short span of time she started exploring interface technology such as Camel and CallJ.

She is involved in two major developments for MEA.

She was involved in Al Elm development for STCPay Saudi. This development was done in CallJ Framework. Her contribution was in both Transact and Interface. This was complex development as the whole webservice which is consumed by Transact was developed using CallJ Framework.

She is working in Watheeq Services development for MUFG Saudi. Her quick learning skills made her to own the complete development of Wave 2 services which are more complex in design and development. She doesn't involve herself in Transact development alone, she took the complete ownership of developing Interfaces for the entire Watheeq Services which comprises of Wave 1, 2 and 3.

She learned functionality of all involved different applications in short time span. She has very good attitude, analysis and presenting skill.

She is good in mentoring her pals, even she is fully occupied in project work and she is spending time to address issue/helping as a mentor.

**Result :**

Delivered the modules as agreed or even before the due date. Findings identified in UAT were delivered within a day and this helped client to Fast-track testing. And the dedication was much appreciated by client.

**Temenos Value**

RESPONSIBILITY

Rooba A  
17787  
Development-product

**Situation:**

Rooba was one of the key resources involved in the new Enterprise product pricing (TEP) development. The project involved creating a new light weight system capable of providing pricing functionalities to an external core system. This needed to be created based on the same functionality of the existing Arrangement Architecture.

**Behaviour:**

Rooba took up task to identify and separate necessary components in the existing arrangement architecture that were needed for the new TEP system. She was able to convert the existing pricing functionalities in the transact system into a reusable structure that could be used in the TEP system as well. All of this was done with a very quick turnaround. Apart from this, she was also involved in the difficult task of preparing and maintaining an EPP master area which would go on to be used for demoing the new EPP functionality at TKO.

**Result :**

Finally, she was able to deliver all her items ahead of the required build date ensuring good quality. It's a great job by her in taking the big responsibility of holding the major portion of the work and her assistance to the team in delivering it on right time.

**Temenos Value**

VELOCITY

Krishnamurthy Uma Maheswari  
467  
CMB - Development

**Situation:**

Country Model Bank comprises of CMB and Local Clearing team. Local Clearing team was recently transitioned from L1 to CMB. The situation demanded a skilled and professional DOC who can quickly on board the new team and align the process, tooling and other delivery management related aspects.

**Behaviour:**

Uma being a seasoned Temenosian stepped in and understood the nuances of the new team quickly. She started organising regular calls with Delivery Manager and other team members whenever necessary and started aligning process and tools. She put long hours and ensured all our Temenos tools (T-Focus, RTC and BU Tracker) are organised perfectly and data is in line . Uma is pivotal in maintenance of BU Tracker for both CMB and Local Clearing. She prepares BU Month End Review and RTM presentations by co-ordinating with multiple DM's. CMB being multi-geographical team Uma accommodated time zone of US, LATAM by extending her working hours. CMB BU Month End Review and RTM presentations have consistently got appreciations for the quality of data in the slides.

**Result :**

With consistent effort of Uma the tooling, Delivery Management and BU trackers of Local Clearing are aligned and in-sync. In addition she has become go-to person for sorting out issues related to timesheet, asset management and adhoc reports for Delivery managers across CMB. CMB and Local Clearing BU Month End Review and RTM slides are consistently applauded for quality of content.

**Temenos Value**

TENACITY

Muruganantham Deena Dhayalan  
8194  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Client CCSC confidence was low due to quality of fixes and lack of technical oversight.

**Behaviour:**

Deena is an exceptional consultant ,because he not only attempts to solve the problem at hand, he has that ability to visualize in it's entirety and then provide 'Services' and 'Testing' team the valuable insights to develop all related testings to the fixed scenarios.

Just to name one specific instance out of many ,he acted as a bridge between client(Coast Captial),Testing team (CTS) and Our Regional services team to incorporate quality fixes and to improvise the test scripts.Very demanding and uncompromising client such as Coast Capital recognized the oversight that Deena brought in through his expertize ,knowledge and ability to conceive things in holistic way .This attitude of Deena not only helped in mitigating escalations and ensured high quality of fix for the client who reported the problem, it helped in suppressing the bugs that would have resulted , if all related scenarios were not envisaged.Apart from his technical expertize, he was able to reason out clients the rationale behind the functionality through

his ability to persuade.Deena is of amazing combination of technical, functional and brilliant interpersonal skills .Such talents deserves an appreciation and GEM will be just right .

**Result :**

Able to restore the confidence client has in Temenos.

**Temenos Value**

RESPONSIBILITY

Gayathri Siva  
17279  
CMB - Development

**Situation:**

Open Bank requirement “Mortgage Act 2019 – Early Payment” is a critical enhancement where there are massive financial calculations, complex AA requirement that involves COB scenarios. There are competing demands to enhance this complex requirement and to deliver it with utmost quality on very strict timelines. Challenge was to complete both the enhancement and Camel Migration for existing CBU Interface component from Mule.

**Behaviour:**

Gayathri handled both the task with utmost dedication. She is a self-motivated individual and has single handedly managed to complete a complex financial calculation. She explored AA on her own and completed the tricky part of configuration in order to fit the L2 solution on top of it. She extended her work to late night and weekends since it involves multiple COB scenarios. Though, Gayathri had no hands on experience in ESB interface (Mule/Camel), when this challenge was thrown open to the team she volunteered to grab this opportunity, she provided any additional support to make the Mule to camel Migration of CBU smoother and ensured the ends meet on time

**Result :**

Gayathri’s effort in taking responsibility, facing the challenges in learning new technology/functionality has ensured timely delivery with good quality. This will also motivate other team members to explore and excel.

**Temenos Value**

TENACITY



Priyadharshini T  
15597  
CMB - Development

**Situation:**

Open bank had a requirement to change the process of execution of Non-standard Payments file (SNCE format for Embargo) and it required a tweak in the framework already built, The requirement is so complex as it has to be built on top of the framework by doing a complete impact analysis and thus all the other functionality should have zero tolerance. This also involves challenge to map the Inward files to TPH and generate Outward files from TPH.

**Behaviour:**

Priya has been a continuous performer for Openbank deliveries. When this opportunity to rebuild the framework was thrown open to the team, she grabbed this opportunity. Priya always tries to first fit the client requirements into existing framework so as to utilize the existing features up to their threshold. This is the best approach considering the huge quantum of work to be managed. Her understanding level of the requirement and mapping them with the existing framework is amazing. She came up with a clear flow chart to tweak the framework and took this challenge upon herself in executing it to perfection.

**Result :**

She rose up to the challenge, did a commendable job in fulfilling all the tasks assigned to her within the stipulated timeline. She stands tall, and inspires others with her dedication and commitment.

**Temenos Value**

VELOCITY

Shiva Shankaran S  
3454  
CMB - Development

**Situation:**

ABN AMRO is a high-profile and important client who is embarking on the development of German Local Taxation (DESCTX) is a Product built for DEMB for levying taxes on Income generated on Retail Accounts and Private Wealth Business of Customers. Requirement corresponding to the Local Taxation Product is very complex and needs to be delivered within stringent timelines

**Behaviour:**

ABN AMRO had requirements to levy German Local Taxes like Withholding Tax, Solidarity Tax and Church Tax on their Customers. For the proposed requirements the taxation was intended to be performed through an external third-party vendor (CPB SECTRAS) which is common in the German Region. The Retail Business and Private Wealth Business had complex requirements revolving around Customer Static Data, Interest Capitalization, Buy/Sell Trade Transactions, Corporate Actions, Fees and Charges and Derivatives for which there has been multiple rounds of discussion with ABN AMRO to gather the requirements, finalize the solution and get the Sign Off. Shiva's banking acumen coupled with functional knowledge was very much instrumental in providing solutions which were well received by the client.

**Result :**

A friendly approachable person with vast experience, took the client in his confidence by providing solutions which were quickly accepted and appreciated by the client. His technical understanding of Transact product was also appreciated by the team which played a pivotal role during the entire SDLC. ABN was really happy and had sent their special appreciation after successful Demo from Shiva.

**Temenos Value**

AUTHENTICITY

Yash Vijay Betala  
22301  
CMB - Development

**Situation:**

Development of deliverables which includes Securities module for high profile client in Europe which is very complex and needs complete understanding. The requirements need to be delivered within stringent timelines and without compromising on the code quality.

**Behaviour:**

Without a second thought, Yash being a novice on the securities module took the task of understanding the module and develop the requirement within the timelines. Along with this, he worked on other requirements partially whenever need arose. He performed outstanding in both the situations. One of the best qualities of Yash is his proactive way of resolving the issues assigned to him. Not only resolving the issues assigned to him, he played helping hands to team members when they are struck. He was instrumental in resolving the defects and configuration of smoke test environment.

**Result :**

Enhancement delivered within the committed time with high quality. Very minimal defects were raised during the QA stage which also were addressed within the stipulated time. Very good team player whom can be trusted at any stage for resolution of defects.

**Temenos Value**

RESPONSIBILITY

Mohammed Shasin Saleem  
19728  
CMB - Development

**Situation:**

K & H is one of the prestigious and strategic client for Temenos. Client came up with multiple requirements which needs to be delivered with the given timelines. The requirements were so complex that POC as well as design changes needs to be incorporated in order to achieve the deliverable.

**Behaviour:**

There were many design changes during the development of the requirement, making the delivery complicated. The requirement involved complex calculations which can take a hit on the performance part also as this enhancement involved accounting aspects. As a result, performance aspect also needs to be taken care during development stage. Shasin made sure all the scenarios were taken care with impetus on code quality and performance.

**Result :**

Delivery commitment was achieved with very minimal defects raised during QA. Also, there was no degradation from performance perspective. Got special appreciation from client for addressing all the requirements and adhering to the timelines.

**Temenos Value**

TENACITY

Srividhya B  
16827  
Testing

**Situation:**

Srividhya is one of the key consultants of the Retail testing team and played a vital role in all UI and API Testing. She was involved in different key testing projects from retail such as EPD, TEP & API tests.

Temenos Enterprise Pricing (TEP) interacts with any core banking system through MS and it provides the pricing details. The architecture includes different Micro-services BalAct, Event Store, Generic Config, Party, Marketing & Adopter, TEP, and EPD MS. For the first time, we wired all these MS in the local system for the TEP area. Srividhya understood all of these configurations with minimal guidance and wired these MS in the local system and prepared the TEP environment for our End To End TEP testing which helped to complete the first phase of TEP workflow testing. She understands business workflows and also identified around 60+ defects in TEP testing which helped to deliver the software with good quality.

Enterprise Product Designer is a UI screen that is used to create products at the enterprise level. Srividhya has worked on this UI Testing for EPD and tested the product creation flows in EPD UI Screen which helped to release the EPD software on time with good quality.

Apart from testing activities, she also voluntarily involves her in giving training for API scripting to the Retail and Corporate testing team. She had groomed a lot of people for doing API testing using different API testing tools such as Cucumber, tSSAF+. and worked with Cucumber framework.

**Behaviour:**

1. Primary SPOC for Retail API's regression analysis.
2. Committed to ensuring that any kind of work assigned is completed within the given timeline
3. Exceptional in terms of supporting the people in API scripting along with her regular work.
4. Quick learner, grasp concepts well on the automation scripting and also correlates her learning with the business side aspects.
5. Support during critical times including weekends is much appreciated

**Result :**

Complex Projects such as - EPD and TEP all of them being highly critical projects which is tested successfully and delivered with Quality. Srividhya is having ability to analyze the API script failures and solves the Regression failures very quickly. We recommend Srividhya for Regional Recognition Award for Q2-2021 for her outstanding contribution in EPD, TEP- E2E Testing, Involvement and dedication

**Temenos Value****RESPONSIBILITY**

**Situation:**

1. Vijay is one among few technical consultants in retail testing team.
2. His area of expertise is automation and he had proved himself in selenium automation and enhancement testing and scaled up to by owning the additional responsibilities with respect to automation within short period of time.
3. Vijay has taken the complete responsibility for regression runs Balance Netting, Product Builder, UXPB and also tssaf regression analysis and onboarding.
4. He has demonstrated the workflow of tSSAF Frameworks to internal team that helps to automate the scenarios.
5. During R21 AMR, he owned analysis on regression runs Balance Netting, Product Builder, UXPB, release pipeline analysis ensuring there were no issues during the annual build cut.
6. Automated all MBSIT automation scripts
7. Single handedly analysed, automated and onboarded the complex BN automation scripts with quality and on time.
8. Handled MBSIT and EPD MBSIT Testing during AMR
9. Reviewing the maintenance defects scripts done using tssaf
10. Trained new joiners in tssaf selenium runs.
11. For EPD testing, Vijay understood the framework and architecture well and prepared the testing environment using visualizer and fabric which was done for the first time which helped EPD testing timelines and also enabled delivering the product on time.
12. Automated EPD-UI using the selenium scripts which further helps to find any regression breaks.
13. For TEP, Vijay understood business workflows and also identified around 40+ defects in TEP testing which helped to deliver the software with good quality.
14. Apart from his technical expertise, he also had created functional test plans with minimal review comments for the client SIs and lead the project till delivery.

**Behaviour:**

1. Primary SPOC for Retail BN, PB, UXPB, Release Pipeline & tSSAF+ regression analysis.
2. Smart working and committed to ensuring that any kind of work assigned is completed within the given timeline.
3. Exceptional in terms of supporting and handholding the freshers and also guiding people.
4. Cascades his automation knowledge to the members of the team such that he ensures that everyone in team gets an opportunity to learn new things.
5. Works during weekend and his availability at all times for regression analysis and other project work is truly commendable.
6. Lead material for retail.

**Result :**

Complex Projects such as - EPD and TEP all of them being highly critical projects which is tested successfully and delivered with Quality.

Automation - MBSIT automation practically reduced the monthly MBSIT manual work during R21 AMR.

Vijay analyzes the UI selenium script failures and solves the Regression failures very quickly.

We recommend Vijay for Regional Recognition Award for Q2-2021 for his outstanding contribution in automation in EPD, TEP- E2E Testing, Involvement and dedication

**Temenos Value**

RESPONSIBILITY

Sriram Ramachandran  
8594  
CMB - Development

**Situation:**

Solutioning of complex requirements regarding tax compliance from BIL, one of the high-profile client in Europe. The requirements kept on varying and needs to be solutioned and delivered within stringent timelines and without compromising on the code quality.

**Behaviour:**

As tax compliance is one of the regulatory functions within a Bank, the requirements were very complex and kept on changing. Sriram was forefront in all the discussions, be it with the internal as well as external stakeholders. His proficiency in Transact product combined with the banking knowledge really helped the team to overcome many critical situations. His never say die attitude along with easy approachable nature made him the one stop point for solutions to any queries/doubts from both client and team. Not only solutioning the requirements, his way of solution walkthrough with the Design Authority team along with providing helping hands to team members when they are struck. He also won accolades from the client for his impeccable way of solution design walkthrough to client as well as clarifying the queries raised then and there itself. Even though BIL solutioning was his primary objective, took the added responsibility of solutioning for ABN AMRO as the latter was embarking on a new product for German Local Taxation for which the requirements were very complex as well as high in numbers coupled with tight timelines. His Security knowledge made the discussions with client more easy and helped in a successful demo.

**Result :**

Very much in the forefront for providing solutions for all requirements to clients. Very good team player who always puts his feet forward in any situations in case of any emergency and taking client to his confidence by his knowledge in the product.

**Temenos Value**

TENACITY

Celine Seba Preeti L  
14910  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Erste Bank Serbia implementation team has raised a critical problem in setting up cluster environments comprising OSB, IRIS, and IF. Generally, the setting up/troubleshooting of cluster environments will be carried over by the services team, since the client has a stringent timeline on setting up the cluster environment, the regional team sought help with PACS.

**Behaviour:**

Celine took up the challenge of guiding them to setup the complex cluster architecture with multiple components (OSB with T24 Adaptors, IRIS and IF) and went on numerous long hours call and even worked throughout the weekend with Erste Bank Serbia implementation team to identify the various blockages in the course of the setup and provided detailed feedback to the implementation team to overcome all problems identified during the cluster setup. The client team has appreciated Celine's efforts.

From: Tomas Bundil <tomas.bundil@simloop.com>

Sent: Friday, May 21, 2021 12:09 AM

Deepan Chakravarthy K <chakravarthy@temenos.com>; Arun Jatain <Arun.Jatain@TechMahindra.com>; Srinivasu Adiraju <SA00362507@TechMahindra.com>; Edward Aucamp <EA0C92538@TechMahindra.com>; Javed Butt <JB0C93121@TechMahindra.com>; Celine Seba Preeti L <celineseba@temenos.com>

Subject: Re: Integration issues on UAT

Hi everybody,

First of all, thanks to Celine for big efforts investigating the issue with us and providing final conclusion explaining the story.

Thanks

**Result :**

Client was able to setup the environment within a minimal period of time.

**Temenos Value**

RESPONSIBILITY



Yathish Radhakrishnan  
22783  
CMB - Development

**Situation:**

Global SaaS needed solution to be developed on top of TDH tool. TDH being a new tool was in evolving stage. Added to complexity, there is no existing projects delivered from CMB team. So, the challenge here was a delicate, continuously evolving, new and unknown tool on which the solution was expected.

**Behaviour:**

Even-though the challenge started from tool installation, he was very sportive and went to calls with TDH team to understand the installation steps and successfully installed the tool. With the challenge starting right of the bat from installation, it would not be a surprise if he would have crumbled under the pressure. The specialty was he had a very calm demeanor and was never frustrated with the challenges he faced as well as never complacent when achieving targets. In addition to his work on the Global SAAS products, took initiative to be part of Nationale Nederlanden one of the prestigious client for Temenos. The mandate was to develop a fully API first solution for IDEAL, IDIN E-Mandate projects. Due to stringent timeline the expectation was to deliver and backpatch for the client. He was very much instrumental in the development which made the delivery successful within the timelines due to which backpatching was not required.

**Result :**

Instrumental in finding out the gaps in the TDH tool and take it to further level for resolution so that we the product can be evolved better. Also provided interim solutions to overcome the identified gaps for Global SaaS product.

**Temenos Value**

VELOCITY

Karuna Doddamane Manjunath  
19160  
Testing

**Situation:**

CWB Client Critical SI - Integration of DW with TDH - Azure Stack - Release R12

**Behaviour:**

Integration Testing of DW with TDH (Temenos Data Hub) mainly requires streaming of data from Transact via DW Functionality to Azure Event Hub(AEH) topics. Further, the TDE container consumes Avro messages from AEH and stores them in a parquet format in Azure Data Lake Gen 2 (ADL Gen2). There was much configuration testing to be done to check whether the data streaming was correctly happening through AEH.

Karuna was assigned to the Critical Client SI with ADL Gen2 Features & Reconciliation Testing. The environment for Testing is TAFC and she was working in the environment for the very first time as well and DW Concepts are also very new. Got guidance at the initial stage and grasped the product Functionality in a short span of time. Did the complete end-to-end testing single-handed, with much pressure to be completed to do on-time Delivery even when there were some incremental changes provided during the testing phase. As the testing progressed in Azure Platform, the skillset related to Azure in configuration and methodology of pushing or pulling the images from ACR(Azure Container Registry)

Many functional test cases in ADL Gen 2 across the Admin modules were also tested and a few additional test cases with her own interest covered. Worked weekends continuously and have extended daily working Timeline to complete the SI testing.

She is a good team player and very cooperative with the team to complete the targets. In addition, she has a very good skill set in Component Testing and as a mentoring role, she has guided the team members whenever there were any queries with respect to Component Testing. As a Team Lead, appreciate her dedication and quick learning skillset in applying to the assigned project.

**Result :**

The SIs were delivered On-time to the Client as planned. Ensuring the delivered product with good quality as no new issues reported. All this hard work and efforts need to be recognized that will motivate to move further more in all upcoming activities.

**Temenos Value**

RESPONSIBILITY

Joysmita Dey  
19075  
CMB - Development

**Situation:**

Sincere and very dedicated to work. Professionally handles various stakeholders of the project. She is one of the key person to streamline business solution for clients like K& H and Credit Suisse. Her contribution to K&H client for GOLIVE with complicated requirements were remarkable.

**Behaviour:**

During the entire phase of various clients, he handled, (almost all were critical clients) she handled with utmost composure and patience. She has put in tireless efforts at multiple time zones. K& H is a real challenging client; she handled all requirements given to him in a commendable manner. There were client demo, which she participated and executed good. She always makes sure she understands the requirement thoroughly and provide solution, which covers end-to-end functionality. She always shows great interest in training the new joiners into the team and guide them. The K&H developments spread over all layers and was very complicated. Joysmita took up the challenge and the solution provided for the requirements were up to the mark thereby the developments went on time with quality resulting in a happy client and smooth GOLIVE.

**Result :**

One of the key resource in getting the K&H and Credit Suisse solutions signed off by the client. Her contribution in client demo has resulted in client appreciation. Her command over product knowledge have helped in providing timely solution to K&H.

**Temenos Value**

AUTHENTICITY

Muthuganesh Marimuthu  
22603  
CMB - Development

**Situation:**

AUOB (Australia Open Banking) is one of the Huge development from APAC region. Also considered as a Key development for high profile Australia region BASS & other prospective clients.

This AUOB Development is complex in nature and there are few constraints where the requirement is getting changed multiple times by region/client and there is a changes in Vendor as well, hence we have been challenged to manage those criticalities without any changes in delivery timelines and without compromising on the code quality.

IDPMS and EDPMS development pertaining to MUFG India is another crucial development for which there is a stringent timelines in addressing the CR's and Maintenance defects

**Behaviour:**

Without a second thought, Muthu being a novice on the Australia Open Banking phase 1 took the task of understanding the changes in requirements and develop the Client/region requirement within the timelines. Along with this, he worked on other requirements partially whenever need arose. He performed outstandingly in both situations. One of the best qualities of Muthu is his proactive way of resolving the issues assigned to him. Not only resolving the issues assigned to him, but he also played helping hands to team members when they are stuck and he has conducted the technology framework(Microservice) training sessions for fresher batch to train them in Temenos In-house frameworks even he was working in complex project delivery.

For IDPMS and EDPMS development of MUFG India, he contributed his level best in delivering the developments on time and with quality. He also took the challenge in learning different technology frameworks such as CALLJ, DES and Microservices for this implementation. Now he is the single point of contact for MUFG India Microservices related development

**Result :**

AUOB Phase 1 Enhancement delivered within the committed time with high quality. Very minimal defects were raised during the QA stage which also was addressed within the stipulated time. Very good team player whom can be trusted at any stage for the resolution of any type of technical & configuration issues.

IDPMS and EDPMS was delivered on time to MUFG Client and there are few technical challenges made for which he went on for a call with client to resolve all those technical challenges.

**Temenos Value**

COMMUNITY

Sabarish Parasumanna  
22784  
CMB - Development

**Situation:**

Global SAAS team needed complete API first deliverables and Sabarish being, new to Temenos and also from CMB where API first solutions are very few, he was put in a very new and challenging situation.

**Behaviour:**

As a fresher, took extra effort to learn the nuances of IRIS development. A person who is never hesitant to get in touch with experts to gain knowledge and worked tirelessly on IRIS developments.

In addition to his work on the Global SAAS products, took initiative to be part of Nationale Nederlanden one of the prestigious client for Temenos. The mandate was to develop a fully API first solution for IDEAL, IDIN E-Mandate projects. Due to stringent timeline the expectation was to deliver and backpatch for the client. He was very much instrumental in the development which made the delivery successful within the timelines due to which backpatching was not required.

**Result :**

Instrumental in successful delivery of IRIS components for different Global SAAS projects. With the knowledge gained on this front, he now acts both as a developer as well as mentor to new joiners on the IRIS development front.

**Temenos Value**

RESPONSIBILITY

Vimal Singh M  
14165  
CMB - Testing

**Situation:**

CMB Regression monitoring, coordinating for regression errors, maintaining promotion rate, close tracking towards AMR regression runs and internal defects while managing regular priorities.

**Behaviour:**

Great exhibit of ownership on the Regression errors and AMR tagged internal defects, Vimal had done an excellent work in closely tracking for all the issues across multiple model banks within CMB and driving actions for other vertical errors. He had exhibited a sense of urgency and was proactive in coordination with the Dev team for the regression issues especially during AMR and driving the actions towards closure. In addition to his regular model bank priorities, Vimal had taken an interim responsibility of the INMB testing team for driving its monthly commitments and coordinating its critical escalations.

**Result :**

Vimal's tireless effort in closely tracking the regression runs and acting swiftly on the regression issues during the AMR and for the regular monthly builds has resulted in procedural and disciplined approach to the activities around regression and an improved rate of CMB vertical promotion. Additionally, INMB critical path was effectively handled and its regular build commitments were met on-time.

**Temenos Value**

VELOCITY

Srikanth Donavalli  
21316  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

There was a situation where there are very less resource count in the team in this quarter due to attrition and ad-hoc leaves because of the medical situation due to pandemic. Srikanth is one of our critical resource who has spent extra hours and helping new team members in critical situations. This made us to have seamless support to our customers.

Srikanth is an SME and strong technical background of resolving any critical customer issues.

There was huge inflow during this period and received many high priority issues.

**Behaviour:**

Srikanth took it positively every issue from his queue and resolved many critical publish issues, Customer infrastructure related issues, KPNS, Installation issues in the product. He is very flexible resource who can go beyond call of duty to unblock the customer from business impact situations. He spent time on lot of these critical issues from various customers like IndusInd, Bank of Jordan, Itau Chile, etc..

Efficiently handled L3 triage and helped teams to get quick help in resolving highly business impact tickets. Involved in multiple war rooms for attending critical customer calls. Mentored new joiners and was buddy for two resources, made them productive quickly.

**Result :**

He has resolved many tickets apart from helping teams in unblocking the to proceed for next steps.

1.Velocity- He has closed 41 tickets per month

2.Resolution Target met 97.8% (Target:95%)

3.Support Time: 2.2

4.Received 28% CSAT response rate with most positive score and good written feedback from the customers. Some of the below for Ref:

Customer:Columbia Management Group, LLC,

A special thanks to Srikanth Donavalli as he helped us in parallel even though he was busy with another customer call. I owe many thanks to Srikanth Donavalli for his commitment and quick turnaround time. Thank You very much and much appreciated.

Basecamp ticket Ref# 161277

Customer: Bank of Jordan,

Srikanth is the most friendly and patient technical support, he did not reserve any effort but to help us in this case. Many thanks to him and to temenos.

Thanks.

Fadi jaber

Basecamp ticket Ref# 161676

**Temenos Value**

RESPONSIBILITY

Anamika Das  
13820  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Handling complex problems in COB services architecture,

1) Commerce Bank duplicate transactions problem

Commerce Bank has reported a peculiar problem, a service developed by the partner team randomly posting duplication transactions.

2) TSA2.0 problems in Cloud Container architecture

Recently in this quarter, multiple clients implementing COB 2.0 in cloud container architecture reported various problems.

**Behaviour:**

1) Commerce Bank duplicate transactions problem

With Commerce go-live plan in the near future, the expectation of solving the problem was high.

Anamika with her expertise in COB services had multiple discussions with project team and was able to crack the critical problem of locks getting compromised situation. The same was referred to development team for fix.

2) TSA 2.0 problems in Cloud Container architecture

Off late multiple clients have started testing services/COB in Cloud container architecture with both the Cloud managed by client and Temenos. Without a dedicated AWS/Azure environment she was able to understand the architecture and identify client-reported problems and the same was referred to development team for fix.

**Result :**

Excellence in solving COB/Services architecture and assisted development team to fix critical problems specific to COB/Services.

**Temenos Value**

VELOCITY



Sofia Joby  
16629  
Testing

**Situation:**

T365 is a critical deliverable with having end-to-end service offering and end-to-end integration with other systems such as Payments, TDE, FCM, Infinity MS.

T365 involved new automation framework learning and demanded deliverables in a short span of time which she mastered and was able to contribute with quality.

As part of the T365 project, each sprint was having complicated requirements as it involves handling multiple systems.

**Behaviour:**

Sofia joined as a fresher three years back and has gained good knowledge in AA products.

She is one of the key resources in the Retail testing team who is good with functional and technical testing knowledge.

The role expected out of her is to test defects and identify bugs which she does extremely well.

She understands the business concepts well and able to derive more additional test cases thereby able to arrive at better functional coverage.

Finds the defects early during the testing phase, she collaborates well with all the stakeholders in the team, and completed testing.

As part of testing, all the issues handled were responded to promptly without any delays.

The effort to learn tSSAF+ scripting and took responsibility to complete the end-to-end scenario scripting for the T365 project within a short span.

T365 demo is given to the solution owners, product owners, and the scrum master after understanding and testing the user stories with clarity.

Consistently raises to challenges and time and again proves her dedication & capabilities with timely up-gradation of skills and knowledge

Her availability in the project at critical times even during the weekend is well appreciated.

She started mentoring the juniors and support the newcomers with their activities.

**Result :**

Able to complete many sprints on time as planned.

She is one of the dependable people in the team who can switch work between different tasks and do multi-tasking.

Able to handle work with ease without showing dependencies and is a complete individual contributor and a smart worker.

**Temenos Value**

RESPONSIBILITY

Janakiram Baskaran  
17288  
Testing

**Situation:**

1. Testing of SWIFT 2021 Enhancement in Dev and Back patches
2. End to End Testing of SR 2021 changes

**Behaviour:**

- Janakiram is one of the key resources of TF Testing team. He was given the responsibility of handling SWIFT 2021 messages which is one of the complex developments in Trade Finance. (5 new message types have been introduced and 5 message types have undergone significant changes.) Though he is from a technical background, he understood the entire business flow and created functional end to end test cases. He owned all the Enhancements and was instrumental in the quality deliverables of these developments. He ensures perfection in both testing and scripting. He has raised around 70 defects in SWIFT testing.

- He also started with the testing/scripting in first Back patch release of SWIFT 2021 and shared the approach with the rest of the team for next set of back patch testing.

In addition to this, he is also entrusted with the role of mentoring the new recruits in the team. His mentees, under his guidance, have started contributing remarkably well within a short span of time.

**Result :**

Quality, perfection and delivery on time

**Temenos Value**

RESPONSIBILITY

Vaishnavi K K  
15369  
Testing

**Situation:**

1. Vaishnavi has worked on critical enhancement like TEP & Charge off. TEP is the major development where the enhancement has many sprints and she taken the ownership for most of features API related Test plans which helped to reduce the functional bugs during e2e testing.
2. She had performed tests on the standalone systems effectively during TEP sprint testing which reduced the AA functional bugs when systems were wired.
3. Product knowledge in AA is commendable and has created test plans and also tested and worked on different client SIs. Also lead the execution from front till delivery and clearing the regression
4. Involved in Open bank Join testing and BIL Smoke testing which was done single handedly without any escalation and was taken to closure on demanding timeline.
5. Supporting and mentoring juniors in product side and also taking ownership for their growth in testing and functionally.
6. Her involvement in event configuration for TEP products helped facilitate testing move ahead well and faster

**Behaviour:**

1. Very minimal regression failures for the scripts she delivers into Regression.
2. Within a very short span of time from joining she started supporting new comers in the team and mentoring them.
3. Due to her functional knowledge is one of key contributors of retail team
4. She has scaled to being a test planner from being a tester and she lives up to the expectations.
5. Her availability during critical times including weekends is much appreciated

**Result :**

1. Committed resource and is now one of the key resources in SI team.
2. Versatile and able to adapt based on need as she was in enhancement was able to handle SI activites very well without any issues.
3. She is the test lead of a service offering in the TEP and started creating test plans
4. Member of a core retail SI test planner group and conducts brain storming session of inputs on test plans
5. Participates and provides input in all testing activity related calls and her feedback on certain calls are really useful
6. Complex Projects such as - TEP being highly critical projects which is tested successfully and delivered with Quality. Vaishnavi is having ability to analyze the SI regression failures and solves them very quickly. We recommend Vaishnavi for Regional Recognition Award for Q2-2021 for her outstanding contribution in TEP, Involvement and dedication

**Temenos Value****RESPONSIBILITY**

Raghav N  
16823  
Testing

**Situation:**

Has great problem-solving skills and generates ideas to work smarter and efficiently. Mentoring the new joiners and supporting them along with his regular work. Worked in multiple SIs and lead the execution from front for delivery. Understood the retail business and helped in backpatches of the SIs on time with very minimal failures. Has created test plans in T365 projects for several user stories and leads one of the end to end service offerings (Retail Accounts) in T365. Worked in T365 projects - which is involving multiple systems such as Payments, Infinity MS, TDE and FCM. Raghav enabled the testing environment preparation local for T365 connecting systems such as FCM and TDE which are altogether and different verticals and he took a lot of effort to get this system up and running. It helped the testing team with local testing before deliveries. Coordinated with other vertical team members from Payments, FCM to understand the functionality and to write effective test plans. Has coding knowledge with which he understands the code, debugs, and help testers with issues upfront before reaching to the coding team. Comes up with lots of scenarios and additional/ad-hoc scenarios which have found bugs of nature which are from the inception of AA product. Coordinates with developers, solution owners and guides the team members on the daily tasks and also gets involved in the regular work assigned to him. Uses the opportunity to learn new areas such as automation in a test framework - tSSAF+, learning a different functionality from other verticals with the same interest.

**Behaviour:**

Very minimal regression failures for the scripts he delivers into Regression.

Within a very short span of time from joining he started supporting newcomers in the team and mentoring them.

He uses the technical skills very well and correlates with the functional knowledge due to which he quickly became one of the key contributors of the retail team

He listens and gets feedback on his activities/utilities and he implements them

He has scaled to being a test planner from being a tester and he lives up to the expectations.

**Result :**

Committed resource and is now one of the key resources in the SI team.

Versatile and able to adapt based on need as he was in enhancement a few months back and was able to handle regression activities very well without any issues.

He is the test lead of a service offering in the T365 and started creating test plans

Member of a solution squad which demands work across from all areas within a solution

Participates and provides input in all testing activity related calls and his feedback on certain calls are very useful

Started knowing about the UTP onboarding activities, Heat Maps for coverage activities.

**Temenos Value**

RESPONSIBILITY

Niveditha B P  
17729  
Product Analysis and Customer  
Support (PACS OFF-SHORE)

**Situation:**

Payroll file to be process is crucial for Client CSB and Client need immediate support to process the file.

**Behaviour:**

CSB is our new CLOUD CLIENT . client raised the payroll file error as a P1 incident and looked for immediate fix.

TPayroll process is a completely a local mode . While none of the workaround helped , Nive has stepped in and locate the bug and also fixed in the same shift.

**Result :**

With her involvement and intensive analysis skill, she was able to solve the issue and helped the client to process the “Payroll file” and got appreciation from client.

**Temenos Value**

COMMUNITY

Rashmika Serupally  
22800  
Product Management - PM and PD

**Situation:**

One of the major ask from the Infinity Sales team has been to improve the Infinity apps to support better modularization, simplified extensions and easier upgrade for the Apps.

**Behaviour:**

Rashmika did an amazing job at collating and ideating these requirements with the Quantum Engineering team to create solid Product Requirements for Micro Apps. Micro Apps will help to resolve the current problems with modularity, extensions and upgrade of the Infinity Applications.

Rashmika moved fast with the requirements to enable the engineering teams to design & develop the features within a short release timeline. The result of this was that this feature was completed successfully and the Infinity team has been able to start using this and have been able to successfully Demo the feature to the management.

**Result :**

The Micro App release was completed successfully, thereby enabling the Infinity Team to use the feature within their Applications. This was also demoed successfully to the management. Rashmika has been a consistent Strong performer adding a lot of value to the Quantum team.

**Temenos Value**

RESPONSIBILITY

Arpit Shekhar  
22764  
Product Management - PM and PD

**Situation:**

Arpit was tasked to Improve the Componentization & Accessibility architecture in the Quantum project to help Infinity Applications improve App configurability, extensibility & accessibility.

**Behaviour:**

Arpit took the initiative and provided many critical inputs towards a new component architecture which will enable the Infinity Applications to be more extensible. Further Arpit, has been able to provide a Reference Implementation to Guide the Infinity teams to achieve Accessibility compliance. All of these initiatives by Arpit will improve the Infinity applications. and improve the developer velocity as well as app compliance.

**Result :**

Arpits initiatives have helped Infinity applications with a solid componentization architecture. It has also provided these apps much needed guidance to achieve accessibility compliance successfully.

**Temenos Value**

RESPONSIBILITY

Yuvaraj Gajendran  
17484  
SSC Finance - Treasury

**Situation:**

Yuvaraj takes care of reconciliation and reporting of Cash Sweep Transactions happen in all Australian entities of Temenos and its acquired companies. Everyday he monitors the transactions and manually account them in Oracle after ensuring that the proposed entries are accurate and the respective intercompany accounts (11321 & 21221) are balanced.

**Behaviour:**

Yuvaraj had started analyzing the feasibility of automating Cash Sweep Transactions through Global Web ADI template and the Transaction description reported in Cobase platform. He had created a mapping template through which i) Transactions are perfectly labelled, ii) Bank Account entries are accurately created, iii) Intercompany accounts are perfectly balanced and iv) Duplication transactions are rightly identified.

**Result**

The new automation template helped to automate 1500+ Cash sweep transactions in a year. This has saved 40 manual hours for the team. Additionally, this automation template will act as the Master Template for automating the Cash Sweep Transactions in USA and Europe, which is expected to bring in yearly time saving of 150 manual hours.

**Temenos Value**

TENACITY



Ravi Thyagarajan  
10938  
SSC Finance - Treasury

**Situation:**

Excellent knowledge of the business processes and needs in the Company. He was able to identify quickly the business requirement needs by the APA controller without much guidance needed. In the process of the Net Working Capital (NWC) Finance reviews, he was able to highlight the issues (i.e. including over and under recognized of maintenance review etc.) and propose the necessary adjustments to be Controller. He has enable the controllership team to have a clear view of the balance sheet financial position for the APA region.

**Behaviour:**

He is always thinking ahead how to improve the processes with the GL team. For the mistakes highlighted by the Controllerships team, beside just resolving the current issue, he will think of a solution how to avoid such error in the future which is tremendously value adding.

**Result**

Most importantly, he volunteered to coach new members in the controllership team without being asked. Having this excellent attitude at work, he inspire the rest of his team members to take the lead to be like him as well.

**Temenos Value**

RESPONSIBILITY

Joycee Andugula  
20977  
Human Resources Operations

**Situation:**

One of my NAM team is in the middle of Visa Renewals and Joycee has always done an amazing job of keeping on top of every detail throughout. During this process and with the increase of Covid, my team member lost her Mother and so I reached out to Joycee on a Saturday which was Saturday late evening her time for support. Joycee responded within minutes....We all knew during the Visa renewal process, leaving the US was not an option as it made returning very complicated.

**Behaviour:**

Her behavior was of full on kindness and concern, professionalism to go the extra mile was wonderful. In addition to thoroughly researching all options, she found several options which took her until the early morning hours.

**Result**

My team member had options for returning home. She and I were beyond appreciative of how Joycee behaved like it was her Mom and for her sister. True kindness, compassion and care for her fellow colleague. Above and beyond the call of duty and I truly appreciated her for this too.

Our Visa Angel :)

**Temenos Value**

COMMUNITY

Naresh Kumar K  
14593  
SSC Finance - Reporting

**Situation:**

The Services business is very dynamic and to prepare the Project Control Pack and relevant materials on time is very key, usually the timelines are very critical. Naresh contributed a lot on this Services business which helped onshore team a smooth flow of their routine job.

**Behaviour:**

Very consistently been delivering on the deadline. Putting in the extra effort and working through weekends during the tighter management timelines.

**Result**

- The work quality is very good. Journals/ postings are accurately posted, validated and checked before it gets to BC's for reviews. This save valuable time for the business controller.
- The Services business is very dynamic and many a times BC's would call upon your help for ad-hoc checks analysis. Naresh grown a lot in this aspect and is able to quickly understand what BC's requirement.
- His contribution and support on audits (Corp/ Entity/ Internal). Able to help prepare on the responses and samples with minimal supervision.

The team spirit and collaboration.

**Temenos Value**

VELOCITY

Bankapalli Venkata  
21046  
Training Heads - University

**Situation:**

Multiple situations

Single field trainer in the region for the Infinity trainings for customer / partner trainings. He is in the training back to back, helping us generate revenue continuously by delivering for external resources and at the same time ramping up on the content for newer features & releases

Idea as part of the "Temenos Ideation Program" has been implemented and delivered in the latest product release.

**Behaviour:**

Venkat is a highly potential resource and has been an awesome resource dedicated his time towards making our customers/partners successful, via keeping them engaged as he works on training them, building the content across the releases in Infinity related courses.

The recordings from his classroom sessions are also being used for self-learning, for new resources joining across various teams in the organization (e.g., "infinity essentials").

He has been instrumental not just on the trainings however to help troubleshoot and worked on getting the Fabric and Infinity apps up and running on the migrated servers, which was haunting us for almost for a week.

**Result**

Maintained an outstanding individual metrics w.r.t Net Promoter Score and Training Satisfaction Score.

- Fantastic NPS score is very positive: 80 (target 34)
- Awesome individual trainer Rating 4.6/5.0

In addition, outside of his regular activities, one of his Idea's at Base Camp (Temenos Ideation Program) that he posted to product team, has been implemented and delivered in the latest product release.

Idea : Idea-501 : "Support for testing the DBX mobile banking application using Visualizer functional preview app"

**Temenos Value**

TENACITY

Divyaprabha C  
16654  
HR - Employee Experience

**Situation:**

The complete BI framework was developed from scratch, with Divya's support. She was majorly involved in the requirements gathering, UAT, dashboards creation, HR users training.

**Behaviour:**

Divya was key to the success of this milestone project. She demonstrated accountability, worked very hard for many months to ensure quality deliverables and ensured new tool and knowledge is communicated across HR and business partners in most efficient way.

**Result**

Go-Live of the new T-BI platform for Human Resources that enables HR becoming Data Driven and providing meaningful insights to our business partners.

**Temenos Value**

TENACITY

Venu  
11492  
HR - Employee Experience

**Situation:**

The complete BI framework incorporated Cornerstone with Venu's support. He was majorly involved in the overall HR data warehouse requirements, UAT, dashboards creation guidance.

**Behaviour:**

Venu was key to the success of this milestone project. He acted with integrity and worked very hard for many months to ensure value creation for HR. He ensured new tool and knowledge is communicated across HR and business partners in most efficient way.

**Result**

Go-Live of the new T-BI platform for Human Resources that enables HR becoming Data Driven and providing meaningful insights to our business partners.

**Temenos Value**

RESPONSIBILITY

Lokesh Rajendran  
18904  
Information Technology

**Situation:**

I would like to nominate Lokesh Rajendran for Q2 recognition due to his extraordinary effort put in the cloud migration project of the application Project Center for Temenos North America team.

**Behaviour:**

What is special about his commitment, is the fact that Lokesh did most of the work by himself. Even if his role is a developer, he took over all the responsibilities related to this project, analysis, planning, testing, documentations, communication with application owners, and completed all the tasks in time, despite the personal problems he had with his family due to the pandemic situation. This is why I think Lokesh deserved to be rewarded by the company for the work done in this project.

**Result**

This project has multiple advantages for the company, like migration to a newer versions of the technology which improves a lot collaboration among team members and, very important, communication with the customers. Strengthens the security settings of the application, now everything is stored in the cloud and it is aligned with the latest security requirements imposed by the company.

Regarding the savings part, thanks to his implication and dedication, we are now able to close a subscription for an expensive product which was replaced with another product already used in the company. This involved the entire redesign of the solution, and not just a simple movement of a package from one location to another

**Temenos Value**

RESPONSIBILITY

Sanjay Ramakrishna  
22014  
Information Technology

**Situation:**

Developing BI system from scratch involves Sanjay's assistance in ETL development. It is he who extends his full support to the project to ensure its timely launch.

**Behaviour:**

Throughout the course of the project, he put in countless hours to make sure it was completed smoothly. His professionalism impressed us.

**Result**

This project was delivered within the committed time and with high quality thanks to Sanjay. Issues & bugs arising during the development & post development phases were addressed within the stipulated time. This system provided management with valuable information that has a direct impact on their business strategy. Sanjay continues to be a great partner in the ongoing Phase 3 of this project too!".

**Temenos Value**

TENACITY



Bharathi Johnwilliam  
22638  
Information Technology

**Situation:**

Bharathi has offered to assist and support the development of BI reports.

**Behaviour:**

Despite the unexpected difficulties caused by the pandemic, she was able to succeed in all her work-related activities as a true champion.

**Result**

With Bharathi support, we managed to met tight deadline for new HR Insights to EXCO as committed by CHRO in May. She is partnering her efforts in the development of reports, and she is a good team player.

**Temenos Value**

TENACITY