



# technisys

the next banking experience



## Mission

**"Helping banks to quickly provide clients with the services they need on the device of their choice."**

In October 2014, Technisys announces US\$ 13 million investment through the second round (B series), composed by Intel Capital, Alta Ventures, KasZek Ventures, Endeavour Catalyst and Holdinvest. The company starts a new stage on business expansion to new Latin American and US markets, improving the innovation of omnichannel digital bank product.

## Milestones

- 1st Internet Banking in Latin America.
- 1st Web-based payment software in Latin America.
- 1st Multi-country business banking in Latin America.
- 1st Multichannel SOA in Latin America.
- 1st Native omnichannel in Latin America.

## Our success credentials

- Technisys on the 2011 World Economic Forum annual report.
- ISO 9001:2008 certified processes.
- Technisys as Case Study at Stanford University.
- Permanent participation at Great Place to Work.
- Cyberbank R+D jointly with MIT.
- Member of BAI (Banking Administration Institute).
- For the second time chosen as the best employees.

## About us

Technisys is the omnichannel digital banking company. Our widely proven and robust technology solutions allow banks to stand out from the crowd through enhanced customer experiences. We lead banks and their customers to a superior digital banking experience. Our culture is rooted in our innovation, our passionate industry-leading talent, and our vision for the future.

We help our customers differentiate themselves from the competition and capitalize on the unprecedented digital growth opportunity that now exists for financial service providers.

## Value

**Vision of the Future:** The intellectual capital of our human resources generates innovative solutions for today, thinking of the future.

**Agility:** Our response time supports and anticipates the needs of the financial sector.

**Commitment with our clients** and with the development of our human resources.

## Banking and the financial market: our approach

The current context presents us with a customer-centric business scenario with uncertain economic conditions and outdated operational platforms that do not respond efficiently to the demands of new distribution channels, which are expanding at an escalating rate.

The hyper competitive market, demands an increasingly rapid and customized products and services offering, based on an efficient operational platform that helps reduce operational risks and costs as the financial services industry requires.

Consumers are exposed to a rising variety of "consumer experiences", as the fusion of electronic devices, mobility and location-related aspects, social and virtual contexts, and the wide access to technology start to influence customer purchasing behavior.

Banks should update their channel strategies to make new customer behaviors viable — whether the client is a business, a corporation or an individual —, creating new interaction methods, which are nowadays constantly variable.

Therefore, we share and experience a new paradigm as stated by Brett King, technology futurist, prestigious speaker and author of several books about innovation in digital banking and financial services:

**"Banking is no longer somewhere you go, but something you do."**



## The next banking experience



# Cyberbank Solutions



## Cyberbank Omnichannel

It is the omnichannel technology solution that guarantees a positive user experience across all bank-customer interactions. As new channels and devices emerge, customers' financial knowledge and opinions amount, and this prompts banks to create micro-segments based on social and demographic behavior. In addition, the wide availability of banking products and services drive customers towards constantly choosing their preferred channels to fit their behaviors and meet their needs.

Cyberbank Omnichannel meets the financial needs of digital customers, and its holistic approach enables the bank to gradually incorporate the technological elements required on the basis of its omnichannel strategy.



## Internet Banking Experience

Internet banking.



## Self-Service Banking

Experience Self-Service Terminal.



## Mobile Banking Experience

Mobile banking through cell phones, smartphones and PDAs.



## Full Service Banking

Experience Automation services for branches and Call Centers.



## Cyberbank Core

Cyberbank Core is designed to rapidly align technology with the needs and changes your business entails. With multichannel, multi-currency, multi-company, multi-language and real-time response 24/7 capabilities, this solution provides all the advantages of a Service Oriented Architecture (SOA), allowing your bank to minimize operational costs, increase business profitability, and differentiate your business from the competition by launching new services in record time.

## Technisys' response to current and future context

**Technisys'** differential value versus its competition is its exclusive specialization in the financial field, thus being able to understand the difficulties and risks faced by clients, and their requirements. Its vast experience and track record enables **Technisys** to offer technology solutions that provide the financial sector with the following in regards client relations:

- **Micro-segmentation:** Strengthening the relationship with each customer group while improving our service and profitability.
- **Omnichannelity:** Providing users with an integral experience prioritizing unification and coherence in information offered anytime, anyplace.
- **Multi-device Cross & Upselling:** Across all points of contact, the service clients need on their preferred devices.
- **Time to Market:** Versatile solutions that can be rapidly executed in the market, allowing for business expansion on the basis of a platform with a unique and reusable business logic.
- **Optimization:** Reducing operational costs by means of a scalable modular architecture solution based on SOA (Service Oriented Architecture).
- **Flexibility:** Meeting the dynamic market needs with a holistic model that allows for incorporating only what is necessary for the business being addressed.
- **Governance:** Knowing the operational status of the multi-channel platform 24/7/365 relying on completely centralized service management and control tools.

## Best practices

**Technisys** has become a regional leader based on its experience and specialization in the financial sector, supported by a successful track record, which has allowed for the development of the Best Practices in the market. Thus, efficient and proven work methodologies, developed by the best professionals in the industry, have been implemented.

**Technisys** provides added value in every technology solution, contributing to the expansion of the banking financial business, and helping them incorporate best practices, including:

- Proper financial services based on channel and preferred device.
- Advise on the proper use of a marketing campaign for customer service channels.
- Definition of an adequate granularity for the financial services offered by the set of Cyberbank Solutions.
- Creation of a consistent, valuable offering at every bank-client interaction.



## OFFICES AND SOFTWARE LABS

### USA

701 Brickell Avenue – Suite 1550  
Miami - Florida - 33131  
Estados Unidos  
Phone: +1 305 728 5372

### MÉXICO

Montecito 38, Piso 36,  
Suite 32 Col. Nápoles,  
Benito Juárez  
Ciudad de México, CP 03810,  
México  
Phone: +52 55 90 00 95 51

### CHILE

Software Lab  
Moneda 975, Piso 9  
Santiago Centro  
CP 8320239, Chile  
Phone: +562 8968290

### COSTA RICA

75 Oeste de la Rotonda  
de La Bandera  
Ofiplaza del Este, edificio A, 2° Piso.  
San Jose de Costa Rica

### BRAZIL

Software Lab  
Av. Eng. Luís Carlos Berrini, 716 - cj 52  
São Paulo (SP) - Brazil  
CEP 04571-000  
Tel.: +55 11 5506-0070

### COLOMBIA

Teleport Business Park  
Cll 113 No. 7-21,  
Bogotá, Colombia  
Phone: +57 (1) 6581248

### ARGENTINA

Software Lab  
Avda. Madero 1020 Piso 19  
Buenos Aires, C1106ACX  
Argentina  
Phone: +54 11 5352 9500

Software Lab  
Alem 820 Planta Alta I  
Tandil, Buenos Aires, B7000ATR  
Argentina  
Phone: +54 0249 4444778

### URUGUAY

Software Lab  
Tiburcio Gómez 1330 Piso 2  
Montevideo, 11300  
Uruguay  
Phone: +598 2622 3931

