

from the editor



In this issue, we feature stories from South Africa, Bahrain, the United States, Indonesia, the Nordics, Saudi Arabia, and Israel.

Also, we're sharing stories from our own homes.

Responding to the Covid-19 crisis, TCS enabled all employees to work on behalf of TCS clients remotely. In fact, two of our customers in the insurance industry in Australia and Bahrain proceeded with critical go-lives in April during the midst of the crisis. (See our late-breaking coverage starting on page 34.)

Over the past few years, we have transitioned TCS BaNCS to a **Digital First, Cloud First** approach, fostering greater agility, scalability, and automation for our clients. Before 2020, financial services firms were aiming to achieve a balance between the digital and physical, which was often weighted towards the physical. Now, these same organizations are actively working to minimize in-person contact or sharing screens by deploying digital apps, payments, and video banking. Our capabilities within TCS BaNCS are well-positioned to support our clients as they implement these much-needed measures.

That's one example of how our mission — **Turning our Technology to your Advantage**— continues to guide us.

The need of the hour today is for organizations to earn a lifetime of customer trust. TCS BaNCS customers span the financial services industry and the world, and everywhere we operate, we hear similar stories of financial institutions helping customers manage the uncertainty of a sudden economic contraction. A rapid response requires clarity and transparency in communications, superior customer experiences that can be built quickly to fulfill immediate customer needs, and support for brand-new digital tools that can be adapted and understood easily by end customers.

We have been supporting TCS BaNCS customers with the right tools to offer their clients a lifeline when they need it most.

Today, resilience is at the forefront of every strategy. Yet when we get through the present crisis, it will be agility that ensures competitiveness. And through it all, what drives transformation is a sense of purpose.

We hope that this issue inspires you to discover new ways to fulfill your own purpose.

Happy Reading,

Anjana Srikanth

Head, Marketing, Communications & Research,
TCS Financial Solutions

NOTE:

Starting with this issue, TCS BaNCS Customer Newsletter will be **Digital First, Cloud First**. Although we'll still offer the standard PDF and magazine-style eBook (plus printed copies when the conference halls are open again), for our online readers, we've significantly optimized the reading experience on tablets and mobile devices. Plus, for our email subscribers, we'll be providing enhanced content with audio and video.

To request a subscription, email your name and affiliation to tcs.bancs@tcs.com, or phone: **+91 80 6725 6963**