

## from the editor



Dear reader,

What we can say with certainty today is that the sudden shift to distributed work has provided a once-in-a-generation opportunity to reimagine everything about how we do our jobs and how we run our companies.

We've proven our commitment to our customers with zero-presence go-lives throughout the crisis, and in this edition of the TCS BaNCS Customer Newsletter, we highlight several trusted partnerships along with insights from our solution experts and SMEs. What stood out in the period that we put this magazine together were the number of projects that went live and the increased and novel ways in which we are now engaging with our clients and other stakeholders. The enforced isolated working environment has brought out the need to connect often even as all of us realize that the pandemic has normalized remote work.

**Delivery Certainty**, our promise to customers, has been in ample evidence in 2020 with several go-lives and support for TCS BaNCS clients on mission-critical initiatives throughout banking, capital markets, and insurance.

**Emirates NBD**, the leading financial services group in the Middle East, Northern Africa, and Turkey region, is consolidating all its standalone payments platforms onto TCS BaNCS. They talk of their vision and plan for payments, a competitive advantage in digital banking, in this edition. Old Mutual South Africa launched a new line of savings and income insurance products and Standard

Chartered Bank, who was cited as one of TCS' first customer in 1994, is strengthening the partnership with each year.

**Embedded Intelligence** describes our groundbreaking approach to AI, which involves working closely with customers to pursue the highest-value opportunities.

**How to Enhance the Value of Operational Data** gives capital markets technology leaders a strategic primer for discovering new applications for real-time data and analytics.

On the awards front, TCS was recognized with a top ranking and three top-two rankings in the **IBSI Sales League Tables**, which represent the definitive industry barometer for sales performance in banking, TCS and Standard Chartered Bank Indonesia won **The Asian Banker Award** for Financial Markets Technology Implementation of the Year; TCS BaNCS was recognized as a "Leader" in **Gartner Magic Quadrant** for Global Retail Core Banking; and TCS BaNCS was positioned as a "Leader" in P&C Claims Management Systems by Forrester Research.

Be sure to see our Events section - in the last quarter, we have hosted virtual events for our clients in banking, capital markets, and insurance.

How will we work, live and thrive in the post-pandemic future? The future is digital and how do we ensure that we prove to be an enabler for all our customers' businesses ...

Happy Reading,

**Anjana Chandrika S**

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