

«TECHNOSERV CONSULTING» THE GROUP OF COMPANIES INCL. «TSC DEVELOPMENT CENTER»



TECHNOSERV
CONSULTING



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COMPANY INFO



About company

since 
2009 year

“Technoserv Consulting”
based on consulting practices of “Technoserv”
and “Reksoft” and “Sputnik Labs” company



700+ / 950+

Large professional team:
700 employees, 950 certificates



400+ / 175 / 20

9 years on the Russian IT market:
400+ projects for 175 clients in 20 industries

Oracle Practice

Customer Relationship Management

Unified frontal solution for finance

Marketing, sales and services for individuals and organizations

Collection

Digital solutions for finance:

- Cash Loan
- Paperless Office
- Virtual Office, Chat-bot

Loyalty programs

Big Data и BI:

- Business Analytics and Reporting
- Analysis and segmentation of the customer base

Master Data Management:

- Unified client and product catalog

ORACLE®

Platinum
Partner

300+
experts

The largest team in the CIS
with unique competencies

12+ years experience

200+ projects

- Aeroflot
- Sberbank of Russia
- VTB24
- Promsvyazbank
- Gazprombank
- Tinkoff Bank
- Sibur
- RZD
- Sogaz
- Uralsib
- MegaFon
- M.Video
- Gazprom Neft
- etc.

Company Resource Management:

- Property
- Finance
- Treasury, Budgeting and Financial Consolidation
- Logistics
- Procurement
- Warehouses
- Staff
- Suppliers Document Management

Business Analytics

Basic and licensed support

Data Migration and integration with already implemented IT solutions

100+
experts

10+ years experience

50+ projects

- Aeroflot
- RZD
- Lucoil
- VTB24
- Promsvyazbank
- Gazpromneft
- Megapolis
- X5 Retail Group
- NLMK
- Rosseti
- Fortum
- Bashneft
- etc.

1C Practice

Management of:

- Finance and Corporate Reporting (FRP)
- Staff and Pay assessment (HCM)
- Normative and reference information (MDM)

Integrated Automation (ERP)

Warehouses Logistics (WMS)

Document Management

Manufacturing Security

Cloud services



50+
experts

10+ years experience

70+ projects

Diversified and multi-branches holdings:

:

- Sibur-Biaksplen
- Holding «Sukhoy»
- White Bird
- Promsvyazbank
- Gazprom
- etc.

Practice of BPM and custom development

Implementation of BPM, ECM, BRM, Portal systems

Consolidated reporting system development

Integration based on SOA Principles

Custom development based on Java and JavaScript

In projects we use software vendors:

- IBM: BPM, ODM, ESB, Business Monitor, WS Portal, FileNet CM
- Alfresco
- RedHat
- Elma
- OpenText

60+
experts

10+ years experience

70+ projects

- Sberbank of Russia
- VTB24
- Promsvyazbank
- Binbank
- Tinkoff Bank
- Kaspi Bank (KZ)
- Tinkoff Insurance
- etc.

Digital Practice

Development, implementation and support of innovation technology platform and application solutions based on Russian SW

- Digital Bank Corporate (remote banking service, Front-office)
- Digital Bank Retail
- SW based on micro service architecture (own platform based on Open source technologies)
- Mobile application for SMB
- Agile / DevOps methodology

40+
experts

10+ projects

- Gazprom Bank
- BKS Group
- Binbank
- Promsvyazbank
- Far-Eastern bank

Resident of Skolkovo

Ratings

GC "Technoserv Consulting" in the GC "Technoserv" achieves the top lines of ratings:



TOP-3 of CNews Analytics «The largest IT Consultants 2017»

TOP-5 of CNews Analytics «The Largest IT Company of Russia»

TOP-3 of CNews Analytics «The largest IT Suppliers for Finance 2017»

№1 of CNewsInfrastructure «The largest system integrators in Russia 2016»



TOP-3 Russian IT consultants of RBC rating in 2016



TOP-5 of The largest consulting groups and companies of RA Expert Rating in 2016



TOP-5 of "Companies of the Russian IT market" in 2016 of special project of the magazine "Money"



TOP-3 on the CRM implementation in Russia in 2016 according to the analytical center TAdviser

TOP-5 of The largest IT Company in Russia in 2018

Rewards



The "Credit Conveyor" project, implemented by TechnoServ Consulting on the basis of IBM BPM in 2017, in Kaspersky Bank, won the "Project of the Year" contest in the "Near Abroad" nomination according to the version of the Russian CIOs GlobalCIO



RETAIL FINANCE AWARDS 2017: special award "for IT-Implementation" - a project for the development and implementation of its own product "TSK Paperless Office" in VTB24



Loyalty Awards Russia in the category "Integrator of the Year - the best implementation of the loyalty program" in 2014



CNews Awards in the nomination "IT in Banks" in 2013



The project "State Forest Registry" for the Federal Forestry Agency won "Best Startup at the Service of the State" in the 5-th All-Russian Contest "The Top 10 IT Projects for the Public Sector of 2013"



SAP Award "TOP Sales of SAP Software" for 2012



Sberbank project is No.1 in the list of the largest BI projects for 2011-2012 by the version of TAdviser



The CRM Corporate in Sberbank Russia won the award of the International Congress IPMA Award 2011 in the category "Project Excellence in Big-Sized Projects"



The CRM Corporate project of Sberbank of Russia was recognized as the best in the contest of the British magazine Banking Technology in the nomination "Best use IT in Wholesale / Transaction Banking" in 2011

Partnership with leading vendors



Platinum
Partner



OPENTEXT™ Partner
RESELLER SILVER



SAP® Certified
Partner Center of Expertise

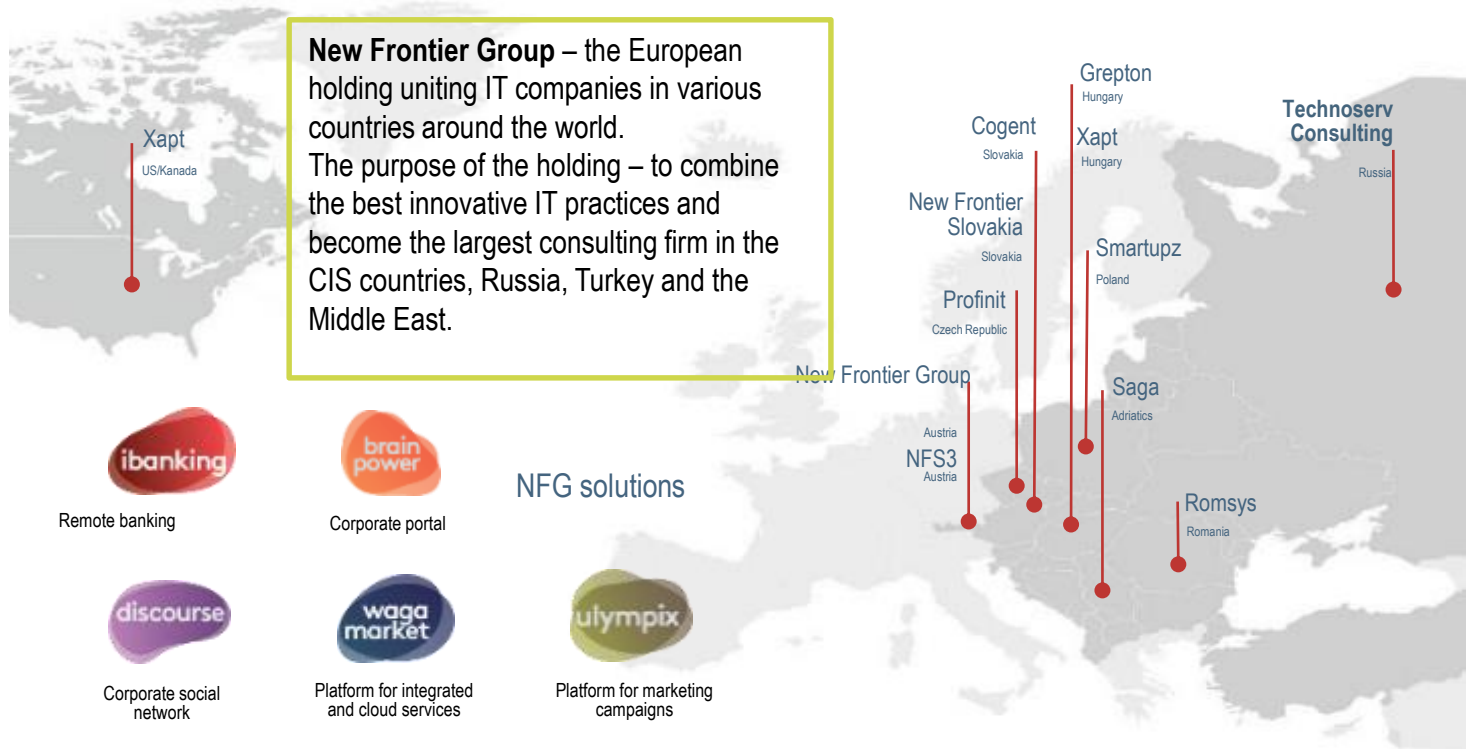


Guidewire®

Gold
Microsoft
Partner
 Microsoft

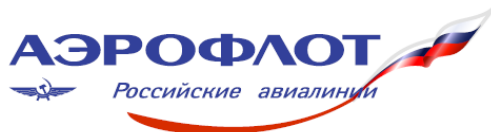


International partnership with New Frontier Group





Our Clients



Тинькофф Банк



УРАЛСИБ | БАНК



РоссельхозБанк



Тинькофф
Страхование



ГАЗПРОМБАНК



МЕГАФОН
Будущее зависит от тебя



ТПК
Топливная
Процессинговая
Компания

АЛРОСА



ALROSA



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CASES



Sberbank

Customer service automation

Challenge

- Merge all data and processes of services for corporate clients and individuals in unified CRM

Scope

- More than 20 thousand branches and 42 thousand users of the corporate unit
- More than 48 thousand users and 120 million active customers CRM Retail
- 500 thousand customers data are automatically updated daily

Breakthrough

- The largest industry implementation in the CIS and EMEA
- IT project of national scale



24^{THOUSAND}
calls per hour are processed by a unified cash settlement center

47^{THOUSAND}
corp. transactions processing daily

450
marketing campaigns per month



Sberbank

Unified Front-office

Challenge

- Create a unified customer base for all service channels
- Speed up the launch of new bank products
- Reduce operations time, simplify the interface of staff in branch, accelerate newcomers adaptation to the work, reduce the number of errors

Scope

- More than 86 million individual clients
- More than 100 000 users of the system
- All service channels automated : office, internet bank, mobile application, terminals, etc.

Breakthrough

- The most large-scale project in Russia to create a front-office system
- Implementation of the project on the Agile methodology



>100.

Integrated systems

>3000

Optimized processes

>30 000

Automated workplaces



Sberbank

Knowledge Management System

Challenge

- Creation of a paperless knowledge management system for all types of underwriting
- Control of familiarization of employees with new documents and information

Scope

- More than **20 thousand** users
- **5** service centers through the country
- More than **1 million** documents

Breakthrough

- The system consolidated and grouped the whole accumulated data array from more than 10 sources
- Automatic monitoring of familiarization of employees with documents is available
- Automatic prompts system is operating



5

Integrated systems

5

Optimized processes

4000

Automated workplaces

219

Working hours saved



Aeroflot Loyalty Program

Challenge

- Transition to a new loyalty management platform
- Unified engine to support loyalty program for retail and corporate clients
- Support and launch unlimited amount of campaigns for various categories of passengers

Scope

- **10** departments – **20 million** clients – **300 million** contact
- **11,7. тыс.** unique users of mobile application
- **32%** increase in the number of flights

Breakthrough

- The most large-scale Oracle Siebel implementation in the world's aviation industry.
- World recognition– the project helps Aeroflot to earn «Four Stars» Skytrax.
- The "theft" of miles is reduced to zero



38

Integrated systems

65

Optimized processes

900

Automated workplaces

93

Working hours saved



VTB24

Unified Front Solution

Challenge

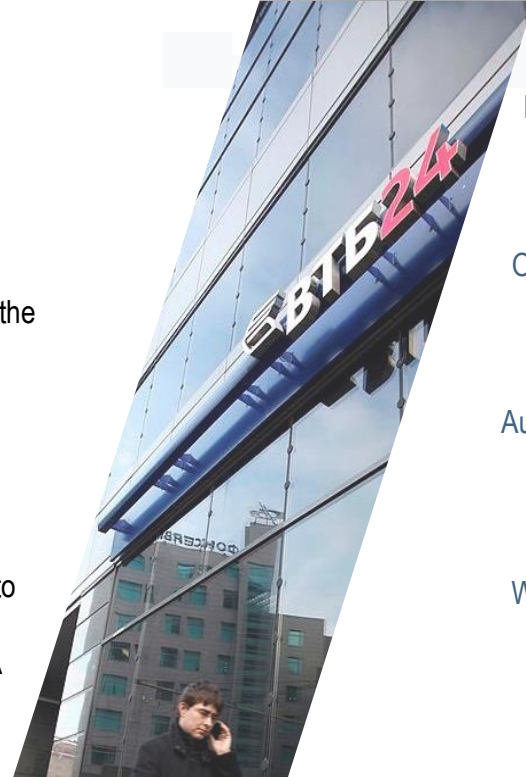
- Transferring of 80% transactions from old systems to the UFS.
- Integration of employee functions in one application
- Accumulating of client information in one application

Scope

- **31 million** individual and **1,5 million** legal entities are served in the system
- **12 thousand** users working with the system

Breakthrough

- Transferring of 95% transactions to the UFS from old systems.
- Up to 6 implementations per year thanks to conveyor approach to development and testing
- The largest implementation of Oracle Siebel CRM и Oracle SOA Suite.



30

Integrated systems

1000

Optimized processes

7000

Automated workplaces

583

Working hours saved



Kaspi Bank Credit Conveyor

Challenge

- Credit conveyor automation for all retail products
- Simple and quick changing in lending processes on the results of customer feedback
- Automation of all retail products sales and connection of corporate products

Scope

- 10,000 users
- Making up of loans 24/7
- Loan in 15 minutes

Breakthrough

- Launch of the project in 4 months
- Unified portal for bank managers and end-users through the Internet
- The lending process built into the MarketPlace



4
Integrated systems

20
Optimized processes

6000
Automated workplaces

108
working hours saved





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PRODUCTS AND SOLUTIONS



Omnichannel front based on microservice architecture

Finance, retail and telecom-companies

- Allows to quickly launch any new product on the market
- New paradigm of IT-systems development

Advantages

- Agile and DevOps methodologies
- Several specialist teams are working simultaneously
- Usage of Open Source technologies

1 month

to launch any product on the market

10+

simultaneously working teams

1 day and less

to launch the system into
commercial production

Functionality

- A set of business-services supporting a particular functionality which can be used repetitively and combined for different channels, making it possible to not development the functions from scratch

Current state

- Ready-to-work team.
- In-depth understanding of proper procedures.
- Proper methodology
- Consulting service for the client.

Clients

- BCS Financial Group



TSC Paperless Branch

Paperless office of the Bank

Banks

App for the tablet installed in a Bank office, which allows to substantially reduce paperwork and move communications with clients to an electronic form. Solution consists of tablet app and server component, which is integrated with different banking systems.

Advantages

Reduces time to service clients and expenses on paperwork. Increases profits through targeted marketing propositions to the client.

450 million ₺
per year in savings

2–4 months
return on investments

Functionality

App for the tablet which allows to:

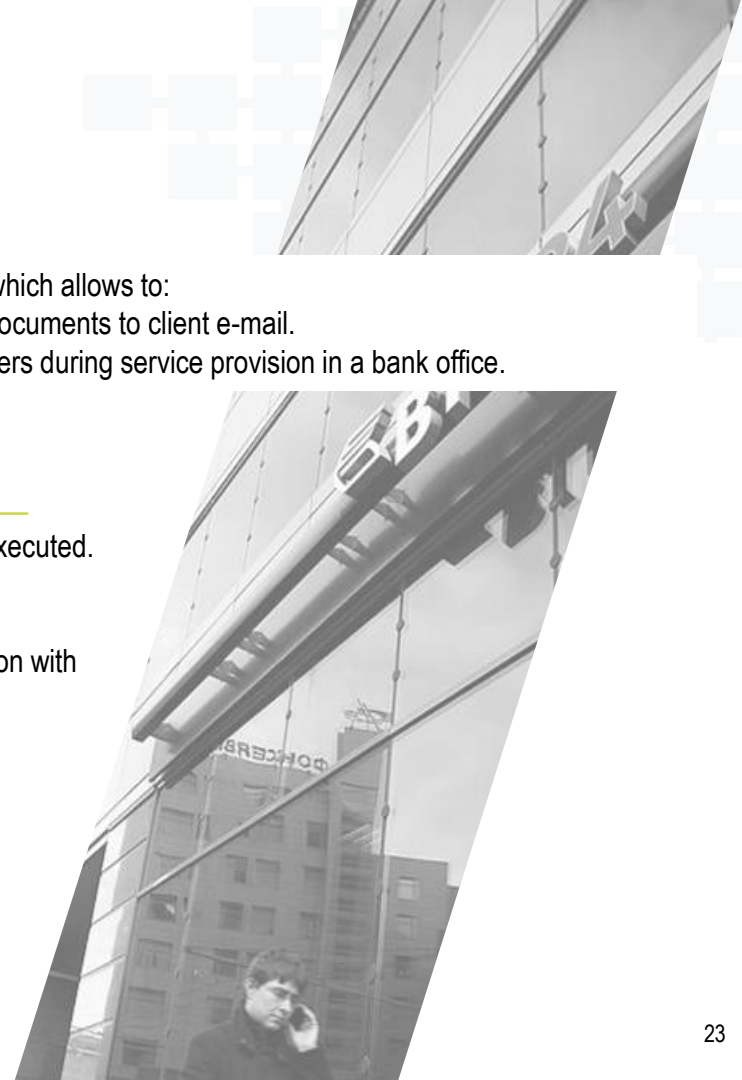
- Sign and send documents to client e-mail.
- Make special offers during service provision in a bank office.

Current state

- Pilot project has been executed.
- Will be available in the "Technoserv" cloud.
- Capabilities for integration with the biometric solutions of "Technoserv".

Clients

- VTB24



Financial reports by clients

Banks (corporate block)

Now they can automate operations with documents and financial reports from clients: the collection, storage, consolidation, reconciliation and analysis of client data.

Advantages

Reduces expenses and increases employee effectiveness during the collection and analysis of data, reduces the amount of errors, and excludes the human factor. It is possible to consolidate data by client group, manage changes and versions of data / form templates.

↓ Errors and expenses
via automatic entry and reviews

Repetitive usage of data
in credit applications and for monitoring

↑ Quality
of decisions based on data
and credit portfolio as a whole

Functionality

- Visual editor of screen forms for development without programmers.
- The client's part is implemented in a browser as a separate application.

Current state

- Ready-to-use product.
- Solution is available on the "Technoserv" cloud.

Clients

- Russian Railways
- Sberbank Russia
- Federal Forestry Agency



THANK YOU



Innopolis, Russia



+7 (495) 981-92-92



www.tsconsulting.ru



info@tsconsulting.ru



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