



Implementation Success

ACHIEVING EXCELLENCE THROUGH
TECHNOLOGY, PEOPLE, AND TEAMWORK.





Wouter De Bie, VP of Professional Services, TIS

20+ Years in Technology

10+ Years in Treasury

5+ Years in Customer Service / Support

Treasury technology transformation projects don't have to be a hassle for your company. With the right partners at your side, the expectations and requirements of the various stakeholders across Treasury, Finance, IT departments, Audit and Compliance, and the C-level can all be met through a tailored project roll-out and go-live.

TIS not only provides exceptional solutions around cash flow, liquidity, and payments, but also boasts a proven track record of experience with smooth, on-time project executions. With a strong commitment to client success, we ensure top-notch onboarding, training, and support for global users, streamlining treasury transformation for you.

Explore the implementation journey with TIS in this booklet.
For any further questions, please don't hesitate to contact me



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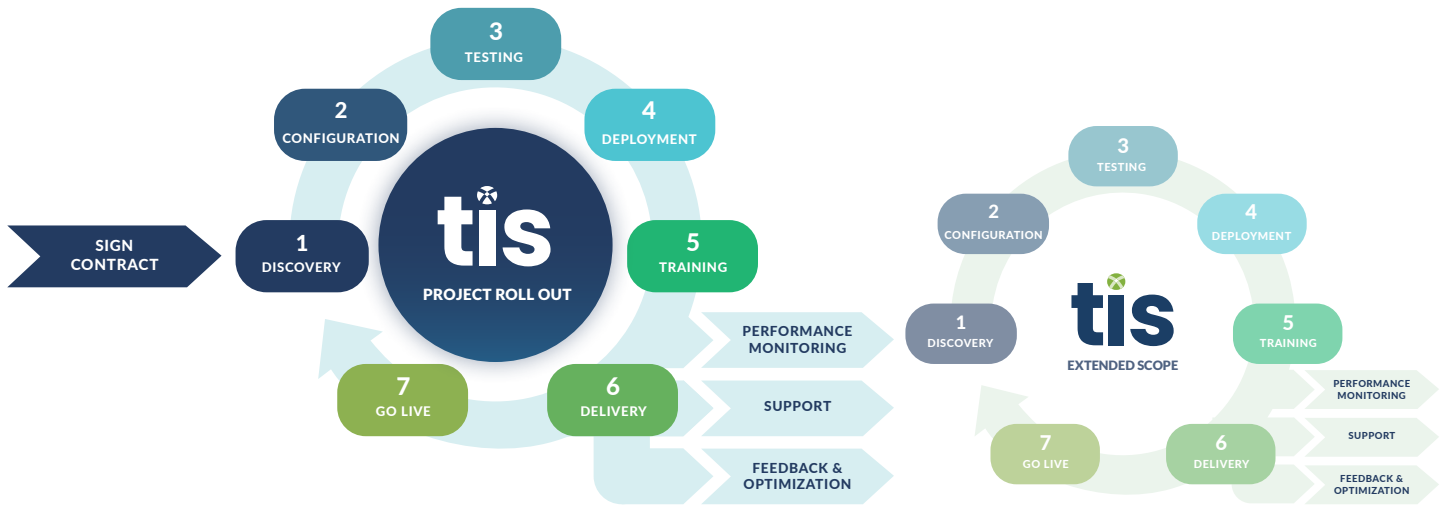
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01 THE ROADMAP TO IMPLEMENTATION SUCCESS

To ensure a seamless implementation and successful project execution, we adhere to a meticulously crafted roadmap, consistently aligning with and often even surpassing the agreed-upon milestones.



TIMELINE - AS DISCUSSED AND APPROVED WITH THE CLIENT

EXCELLENT SUPPORT THROUGHOUT THE WHOLE CUSTOMER JOURNEY

From Discovery to Go-Live and beyond: we will guide you through the TIS journey with our customer-oriented mindset. Our Customer Onboarding Team is by your side during the implementation and our Support Team after you go live. We provide comprehensive hands-on trainings, so you can become a TIS expert in no-time.

What are your needs?

What do your organization’s structure and IT infrastructure look like?

What are the key objectives you want to achieve with TIS?



ACHIEVE YOUR OBJECTIVES WITH THE BEST TIME-TO-VALUE

Starting with the discovery process during Sales/Presales and further intensified in a kick-off meeting with your dedicated customer success manager, we work together with you to create a comprehensive project plan and timeline covering systems, connectivity channels, and workflows.


Concrete Example - Implementation Timeline for a TIS PayOptix Customer


Timeline to onboard 16 banks via EBICS & 2 banks via H2H*)




* MD (Man Days) and timeline based on the bank relations and system setup of one of our clients; varies depending on your company's global bank relations.

CORE BENEFITS

- 

COST-EFFICIENT IMPLEMENTATION PLAN
through TIS banking coverage
- 

FAST TIME-TO-VALUE CREATION
through interactive collaboration model and focused project scope
- 

QUICK ENABLEMENT
turning you into a TIS-expert in no-time

To maximize benefits and achieve quick wins, our onboarding process is divided into several phases, prioritizing ‘low-hanging fruit’ in terms of connectivity efforts. For instance, our assessment of your banking landscape allows us to identify which connectivity setups are quickest and easiest to realize. We start with these banks first, resulting in a faster time-to-value for you.








Through this approach, we realized the **full onboarding and go-live of ContourGlobal’s connectivity to more than 60 banks and over 800 accounts within less than 9 months**. In the context of cash forecasting, we delivered Unilever a **fully functional prototype within only 30 days**.

Read the Full Success Stories





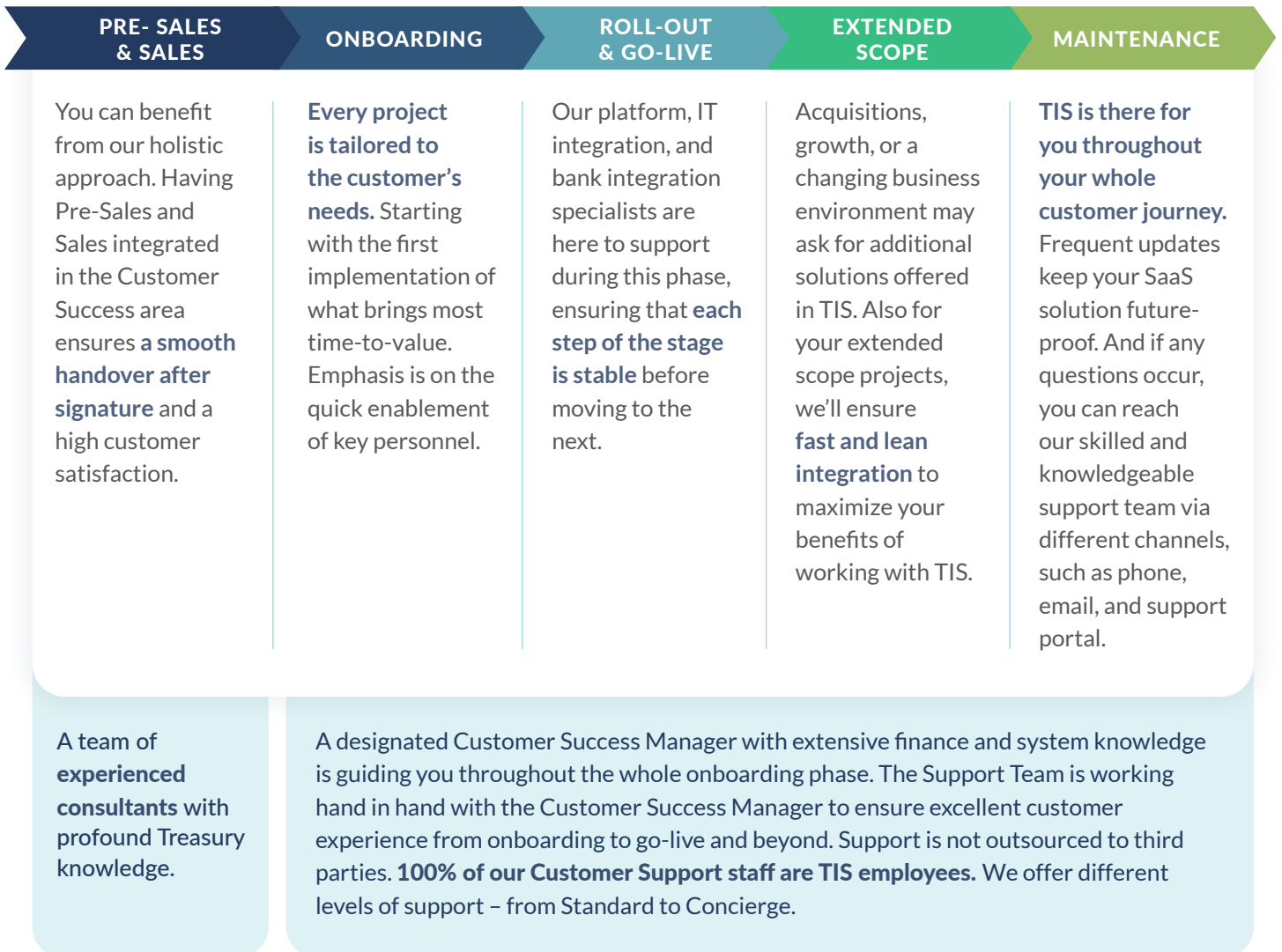
We frequently collaborate with esteemed external consulting partners including:

and many others...

The Roadmap To Implementation Success

The Customer Journey is Split into Different Main Phases



ONBOARDING

Our onboarding approach is comprehensive, encompassing clear definition, delivery, and documentation. We also provide user training and continuously evaluate progress throughout the process to ensure that we remain on track, meet deadlines, and maintain full alignment.

Work Packages for Onboarding

These **seven packages** will be initiated during the pilot phase and will be **managed jointly** by your dedicated TIS Onboarding Customer Success Manager and you.



ROLL-OUT & GO-LIVE

Moving closer to achieving the full project scope, **we create a test environment**. This phase involves planning, testing, configuring, and gradually introducing the new technology across your organization. It's done in a way that ensures a smooth transition with minimal disruptions and allows future users to get accustomed to the system's functionalities and the new processes.

Once the technology is fully operational, and users are onboarded / actively working in TIS, **you will experience the full benefits of your new Treasury technology setup**. In case questions occur, our outstanding Customer Support team is there for you and can be reached via multiple channels. In addition, we provide helpful material for self-study, and the TIS Community Forum enables users to directly discuss and exchange their experiences with other TIS users.



Treasury technology transformation projects impact the entire organization. Input and collaboration is required from key stakeholders across multiple departments to ensure a successful implementation. Working with different entities, countries, and backoffice systems can be challenging, but TIS' agile onboarding approach is designed to streamline and simplify the process. Each project at TIS is catered to fit the needs of our customers. Together, we will help you realize your future state.



Kevin Rice

Director Customer Success
Americas, TIS

5+ Years as Industry
Practitioner

~5 Years in Treasury
Software & Service

CTP Certified Treasury
Professional

EXTENDED SCOPE

By now, as you experience the benefits of our solution, it's clear that you appreciate its value. However, in the rapidly evolving landscape of financial operations, there is always room for further enhancement. Whether it's for **additional service offerings that focus on compliance and risk mitigation or gaining deeper insights into your cash conversion cycle**. Rest assured, when it comes to extending the scope of your projects, we approach them with the same unwavering dedication as your initial endeavor.

MAINTENANCE

Through frequent updates to our SaaS solutions, our TIS product teams ensure that **your configuration stays up to date and future-proof**, while our exceptional Support Teams remain at your side throughout your journey with TIS.



99,95% SYSTEM
UPTIME



AVERAGE >2
RELEASES/MONTH



24/7 SYSTEM
AVAILABILITY

02 TECHNOLOGY, PEOPLE, AND TEAMWORK

The key to successful treasury technology projects hinges on the synergy of three core elements: Technology, People, and Teamwork. At TIS, we not only offer intelligent and future-proof digital solutions, but also cultivate a team of well-trained and experienced professionals driven by a strong sense of collaboration. We pride ourselves on being flexible and solution-oriented, ensuring the best possible outcomes and smooth project execution.

Our experts are dedicated to assisting you throughout the implementation phase and beyond.

TECHNOLOGY PEOPLE AND TEAMWORK

Various TIS departments will closely collaborate with you and your teams, as well as with our internal product teams, to identify the optimal solution for achieving your project objectives securely and efficiently. We will actively listen to your feedback and provide suggestions for optimization, enabling you to maximize the benefits of TIS.

CUSTOMER ONBOARDING

Customer Success Manager with extensive knowledge in **treasury systems, payments, ERPs, TMSs, SaaS, processes**, as well as in **banking** (bank connectivity, formats, etc.) and an extensive **TIS platform knowledge**.

CUSTOMER SUPPORT

TIS Customer Support Team with extensive knowledge about the **TIS platform** and **outstanding problem-solving skills** to quickly analyse situations and find solutions.

CUSTOMER RELATIONSHIP MANAGEMENT

TIS Relationship Manager with **strong analytical skills** and a deep understanding of how to maximize the value of TIS' solutions for our customers.



The TIS Bank Account Manager fulfills our requirements for an efficient and secure management of bank accounts exactly. We succeeded in completely standardising our processes, increasing process and audit security, and gaining complete real-time information of our company-wide bank accounts. Not only do the central treasury and local entities benefit from the new solution, but also further specialist departments. With TIS, we have a future-proof strategic partner on our side.

Roland Weidele

Treasury Manager

**MANN+
HUMMEL**



OUR CUSTOMER SUCCESS AND CUSTOMER SUPPORT TEAMS

From the time organizations first engage with TIS onwards, **our teams of experts work tirelessly to ensure operations run smoothly and without interruption.**

The TIS Customer Onboarding and Customer Support Team consists of seasoned experts who have proven themselves through repeated success in handling the complex and diverse needs of our clients. Many of our support staff are former financial practitioners and technology experts who understand exactly what is required in order to provide effective service.



The support we received from the Customer Onboarding Team during the introduction of the TIS Platform has been outstanding. Our TIS Customer Success Managers have done everything in their power to answer our questions and to remove obstacles from day one. With the Customer Onboarding Team we always have an open ear for suggestions and requests.



Bogdan Stefan

Senior Expert Digital
Finance & Business
Support



WE TAKE PRIDE IN OUR ACCOMPLISHMENTS

We are committed to your success and take great pride in our work. We excel at ensuring seamless transitions to new system solutions, establishing system connectivity, and identifying opportunities for further improvements. Our approach is characterized by structure, organization, and unwavering attention to detail.

Members of our Customer Success and Support Teams have a collective experience exceeding 110 years within our organization.



At TIS we have so many talented colleagues and our team collaboration is exceptional. Whenever there is a challenge, we will solve it as a team with passion and dedication. This strengthens our ability to serve our customers in the best way, as they can be assured, they will always get the deserved attention and experience required in order to deliver outstanding results.



Paul-Stefan Binanzer

Senior Customer Success
Manager, TIS

13+ Years of Experience:

7 in Treasury, **6** in TIS

SWIFT & PSM-I Certificate

WE SPEAK YOUR LANGUAGE

Most of our Customer Onboarding and Customer Support Team members have a background in the world of Finance, enabling them to grasp your Treasury challenges and to understand your objectives. Our team is diverse and international, with members from all over the world.

While our default support languages are **ENGLISH** and **GERMAN**, we can assist you in many languages.

Our LANGUAGES

English | German | Bulgarian | Belgian | French | Spanish | Hungarian | Lithuanian
 _____ ...and more

Our BACKGROUNDS

Treasury | Banking | Corporate Finance | IT/SAP | Consulting | Accounting | Customer Success | Customer Service | SaaS
 _____ ...and more

Our CERTIFICATIONS

SWIFT Certified Specialist for Corporates | Scrum Master PSM-I | Agile Business Analysis
 _____ ...and more

Our SKILLS

Creativity | Resilience | Enthusiasm | Proactiveness | Teamwork | Problem-solving | Dedication | Advisory Expertise | Responsiveness | Reliability | Customer Focus
 _____ ...and more

Our team colleagues in Customer Onboarding and Customer Support possess deep knowledge of our products and processes. This expertise allows us to flexibly adapt to each single project and to **seamlessly tailor our services to meet our clients' unique needs.**



Understanding our customer's needs is essential for delivering successful projects. Our team strives to become a trusted advisor for our customers in order to unlock the full potential and value of our solutions. With dedication, passion and professionalism, we help our customers to ensure they experience great time-to-value.



Marussia Panteva

Team Lead / Customer Success Manager, TIS

7+ Years of Experience
 5+ Years in TIS

SWIFT Certified Specialist

03 OUTSTANDING SUPPORT

TIS provides comprehensive system support through various channels to cater to your specific needs and align with the agreed service level. Whether you prefer webinars, self-study documentation, a knowledge base community forum, a ticketing system, phone, or email, **we have you covered**. Our extensive active user base of over 30,000 individuals can confidently rely on our support services.

STRONG GUIDANCE



Dedicated Customer Success Manager

Once you have chosen TIS you will get assigned a designated Customer Success Manager

Subject-Matter Experts

Your Customer Success Manager will involve experts if needed to unfold the full potential of TIS

Outstanding Time-to-Value

Plug & Play is a very strong promise, but we are getting close to it

SELF-SERVICE ENABLEMENT



Customer Support Portal

The Customer Support Portal offers guides, tutorials, and FAQs to round up your customer journey

TIS Community Forum

Our growing Community Forum fosters the knowledge exchange between customers

Release Demo Webinars

We are constantly demonstrating and informing you about our newest features

TIS SUPPORT



Ongoing Partnership

Even when fully operating on TIS you will be able to reach our internal support in case of any issues or questions

Quality & Availability

Our experienced support is available worldwide and provides fast and valuable guidance

76% of requests
replied within **1h**

94% of requests
resolved within **24h**

Does not cover Cash Forecasting and Working Capital Insights

OUR HAPPY CUSTOMERS AND USERS SPEAK FOR THEMSELVES



Everything is going according to plan and even better, we are 100% happy and the onboarding team showed great professionalism. We were also surprised very positively that the delivery of the committed cloud security functionalities (...) came one month earlier than promised. This is a very good project and we can imagine to move more payments to TIS in the future.”

TIS CUSTOMER, >\$7bn REVENUE





Your support is so remarkable, that we have never seen such at any other vendor so far.

TIS CUSTOMER, >\$1bn REVENUE



Experience with TIS for our Europe rollout was exceptional. Their support team is very professional and have great know how and always eager to support with new technologies and always up to date with innovative payment processes eg. API, file broker (...).

TIS CUSTOMER, review on TrustRadius



Client Satisfaction

Scoring out of 10 (best)
Feedback from customers on
Capterra and TrustRadius

TIS can take pride in having:

1.

Experienced Support Leads



2.

Dedicated Success Managers



3.

Client-Driven Innovation



4.

Exemplary Client Retention

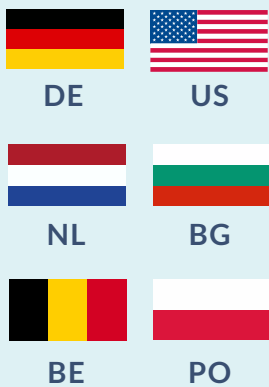


04 TIS AT A GLANCE

TIS helps CFOs, Treasurers, and Finance teams transform their global cash flow, liquidity, and payment functions. Since 2010, our award-winning cloud platform and best-in-class service model have empowered the entire office of the CFO to collaborate more effectively and attain maximum efficiency, automation, and control.

FOUNDED 2010
in Walldorf, Germany

Office Locations:



<p>Forecasting EFFICIENCY & ACCURACY</p>	<p>Global Cash VISIBILITY & CONTROL</p>	<p>Automation STRAIGHT-THROUGH-PROCESSING</p>
<p>140+ COUNTRIES</p>	<p>31k+ USERS</p>	<p>20k+ Entity CONNECTIONS</p>
<p>\$2.5 Trillion ANNUAL VOLUME</p>	<p>130k+ PMT PROFILES</p>	<p>11k+ Bank CONNECT OPTIONS</p>
<p>72k+ Bank ACCOUNTS MANAGED</p>	<p>~41 Million UNIQUE PAYEES</p>	<p>99.95%+ SYSTEM UPTIME</p>



With TIS, we found a flexible and scalable solution that addresses our global enterprise payments, bank connectivity, and cash management needs perfectly. (...)

Sabine Kießling
Director Controlling & Treasury



TeamViewer

Our exceptional teams make TIS the perfect long-term partner to spearhead digital transformation initiatives for companies of all sizes and across diverse industries, a reputation reinforced by the consistently **outstanding reviews** we receive.



By streamlining connectivity between our customers' back-office systems and their worldwide banks, vendors, and business partners, **TIS enables users to achieve superior performance in key areas** surrounding cash forecasting, working capital, outbound payments, financial messaging, fraud prevention, payment compliance, and more. Our projects regularly earn important industry awards for their exceptional achievements and innovation.



With a strong sense of teamwork and effective collaboration between TIS, Unilever, and the banks, we achieved success seamlessly navigating times and unlocking opportunities, even without extensive IT support.

Gerard Tuinenburg

Director of Systems, Innovations, and Transaction Banking



RECENT COMMUNITY & INDUSTRY AWARDS



TECHNOLOGY CERTIFICATIONS



We look forward to starting your treasury transformation project **with you!**



GET IN TOUCH

