CASE STUDY

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# Cambodia's latest specialized bank goes live with Temenos T24 implementation swiftly

## Top Lending and Accounting products, rich in customer experience available to the Cambodian SME banking space

## About The Customer

Sen Oudom 168 Specialized Bank PLC or SOS 168 is one of the latest neobanks to enter into the SME banking space by providing specialized products and services. Started in 2019, SOS Bank aims to create trust, convenience and superior customer experience for its customers. SOS Bank aims to leverage its lending and accounting products and services among others in the Cambodian banking marketplace.

## Challenges:

- *No existing banking system*
- *Product Design*
- *Provision classification*

## Solution:

- *Temenos T24 Implementation*

## Results:

- *Provision of Lending and Accounting Products*
- *Implementation of Temenos T24 in quick time*
- *Training of Product Creation.*
- *Products compliant with NBC regulations*

## The Need

**SOS 168 Specialized Bank in Cambodia**, was one where the bank wanted to provide exceptional customer experience to their customers through specialized banking products and services. For this, the bank needed to go live with the products in the quickest time possible, in order to take advantage of the banking situation in Cambodia. There was a need for the bank to have customized lending and accounting products. There was also a need for obtaining NBC compliant certifications. Temenos T24 core banking software seemed like the best choice to go live with the services. However, the bank needed an implementation partner for the same, where they could get customized products.

## Aspire's Solution

Before approaching Aspire Systems, the client had faced issues with how they wanted to design the product for their customers. They also didn't have an existing banking system to accommodate each of their products. Aspire Systems helped plan out the product design for their lending and accounting services. Aspire Systems initially started by building a core banking system through Temenos T24. They provided customized solutions as per the bank's requirements. Specific training was provided to the bank on the creation of different products. Special interest was made to ensure that these products were provisioned as to comply with the National Bank of Cambodia (NBC) regulations.

The implementation of the latest Temenos T24 core banking was done in quick time and SOS 168 Bank went live with their specialized products quickly.

## Technology Snapshot

- Temenos T24
- Windows Server 2016
- MS SQL

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