

Delivering **exceptional outcomes** through innovation, partnership, and expertise

#everycustomerisdifferent



Helping you deliver the best outcomes for customers



Creating solutions which exceed expectations and manage risk.



All delivered in partnership in a cost-efficient way, under your name.



We achieve this by combining the latest innovation with outstanding people skills and an understanding of our customer.



Leverage the scale and insight of Tech Mahindra.

Who are Target?

We transform customer experiences. It's who we are.

#everycustomerisdifferent

History



1979

Established in Cardiff as a financial services software provider



2024

28 Clients



32 million

Accounts managed through our systems

£5m

assets under management

£17bn



2023

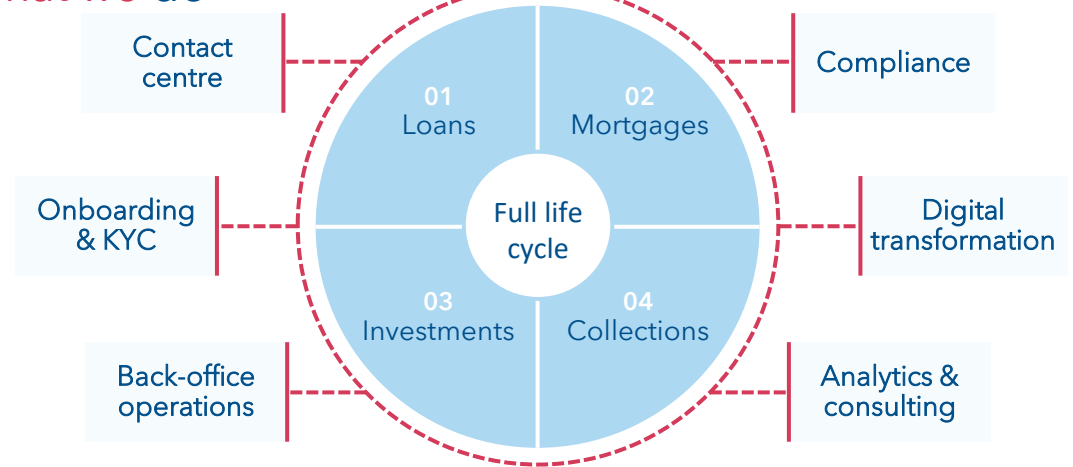
Our purpose: We transform customer experiences



Colleagues worldwide

700+

What we do



Why us



350,000

Customer accounts handled each month



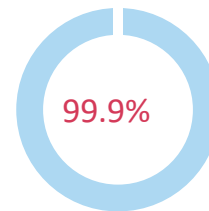
30,000

Inbound calls taken each month

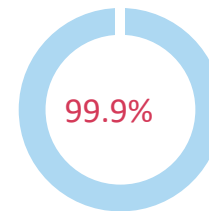


14 million

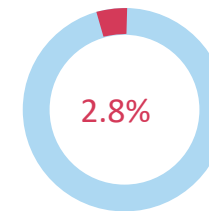
Monthly Direct Debits



Availability



SLA's



Attrition



CSAT

Industry recognition

The Mortgage AWARDS 2024

Winner



Highly commended



Winner



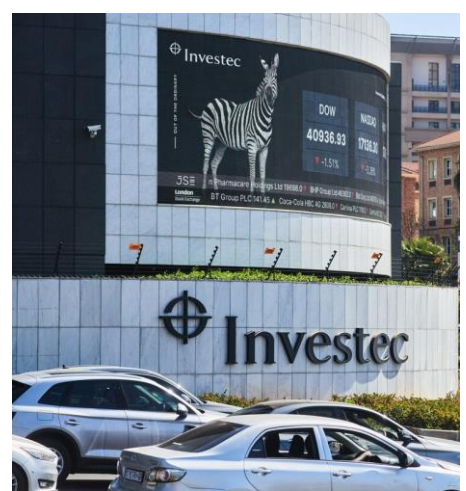
Winner



Silver

DVLA Swansea
Swansea

If you have experienced these brands,
you have experienced... **TARGET**



Propositions
that
resonate



target

A TECH MAHINDRA COMPANY

At Target we focus on what we **deliver** best

Originations



- **Accelerate** the speed to offer,
- Improved **quality** of decision making
- Increasing customer **satisfaction**

In life servicing



- A **reliable** product and customer management platform
- **Flexible** & **Scalable** across multiple asset classes
- **Regulatory** compliance

Collections & Recoveries



- A **customer** & business **outcomes**
- Built to optimise collections **at scale**
- **Configurable** processes, increasing customer engagement

Resource augmentation

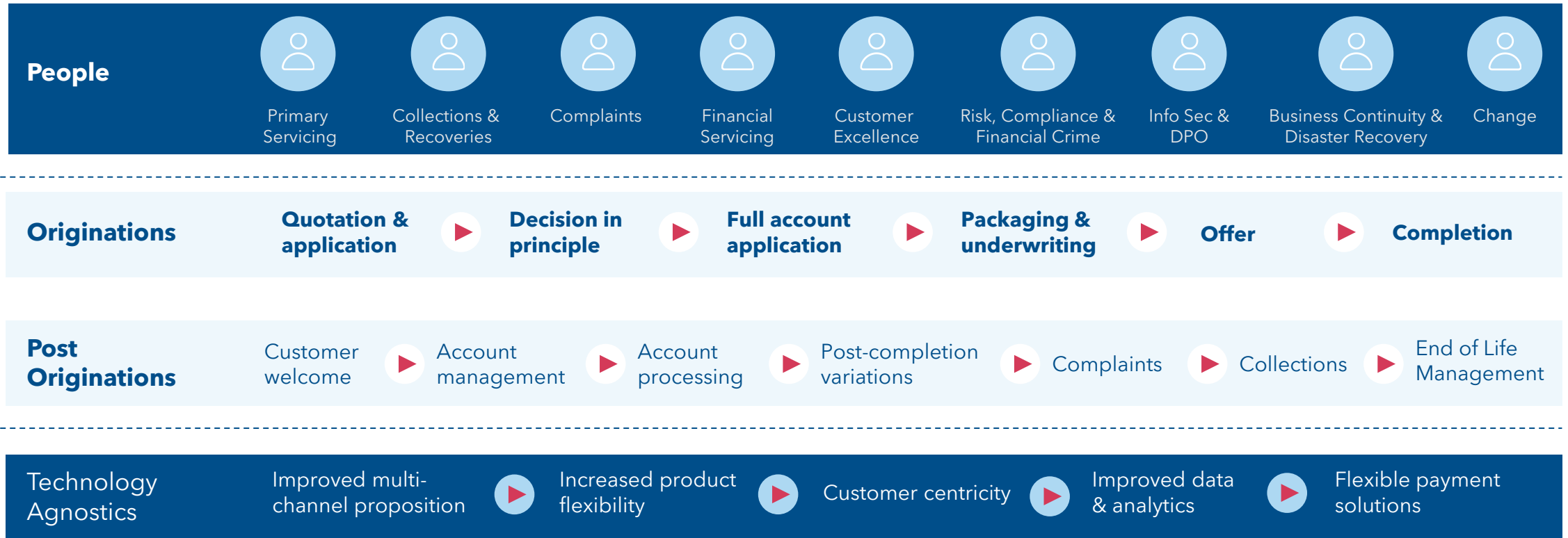


- Scaling businesses with a skilled, **ready-to-deploy** workforce
- increasing return on investment, and **reducing time to market**
- Our colleagues understand the **complex regulatory environment**



Supporting clients and delighting customers through the lifecycle

Our Ecosystem is made up of our own in-house propriety systems supported by expert third partners



Focused on key customer **segments**



SaaS



- Software as a Service (Originations)
- Typically, one Product / Service offering



Tier 1 Banks and Non-Fis

Our market : Provision of additive products and services that support the main lines of business

PaaS



- Platform as a Service
- Typically, multiple Product / Service offerings



Tier 2 to 4 - Established lenders and banks

Our market : Provision of innovative products and services that support the main line of business and the continuing provision of banking and lending services

BPaaS



- Business Platform as a Service
- Typically, Product / Service offerings with People as a resource on top



Start-up banks and small lenders

Supporting market entry as part of a regulatory approval process and /or providing turn-key products / services so start-ups can focus on delivering value to customers

...and supported **growth**

Customer need

Our proposition

Value created

Specialist Lender



- **Launch & Grow** into new customer/market segments
- **Portfolio acquisitions** and sales
- **Manage risk** and regulatory **compliance**.

- **Rapid scale up** and deployment
- **Product diversification**
- **Regulatory** compliance
- Portfolio **migration**.

- ✓ Scaled up operations to support **£6.1bn** of lending
- ✓ Market differentiation through supporting **complex product** launches
- ✓ 10 portfolio migrations with **no customer disruption**.

Buy to Let Lender



- Manage **BTL Portfolio**
- Handle **complaints and collections**
- Deliver **compliant** solution
- **Migrate** multiple portfolios.

- **Collaboration** despite challenges of COVID 19
- Migration from **legacy** technology
- Complex **integration** between brands.

- ✓ **Migrated** 60,000 accounts (£1.45bn) with **no service disruption**
- ✓ **Trained lender employees** to eliminate tech barriers
- ✓ Positioned lender for **scalable, compliant growth**.

...and supported **growth**

Customer need

Our proposition

Value created

Investment Bank



- **Migrate** £1bn back book from **multiple data sources**
- **Experienced** migration partner **was critical**
- **No disruption** to high value accounts was acceptable.

- **Seamless** migration to account servicing platform
- Manage complex Governance / regulation
- Customer **retention challenges** and high value operations.

- ✓ Smooth Migration of **50,000** accounts and **£1bn** back book
- ✓ **Protected** reputation / position
- ✓ Enabled **rapid** product launch
- ✓ **Increased retention**, reduced churn
- ✓ **FCA compliance**, reduced risk.

Payments



- **Need to offer** direct debit payments **within 18-weeks**
- Lacked internal expertise to develop solution
- **Other suppliers withdrew** due to time constraints.

- Need to service **high volume** demand
- Delivery of payments platform within **aggressive timescales**
- Dealt with legacy tech and **disparate platforms**.

- ✓ Solution deployed **in 18 weeks**
- ✓ Met legislative deadline
- ✓ Strategic 3rd party **integrations**
- ✓ **24/7/365 digital** self-service, improved Customer experience
- ✓ Lower cost to serve
- ✓ **£21.9bn** revenue collected.

...and supported **growth**

Motor Finance EU



Customer need

- Needed **motor lending platform in Eastern Europe**
- **Connectivity** with central group accounting
- **Local** sales channel **integration** essential.

Our proposition

- **Lending platform** for one country with **potential expansion** to two more
- **Hosted in** local geography
- **Open architecture** to plug and play local tech providers.

Value created

- ✓ Connectivity with **300** national dealerships streamlined ops
- ✓ Integration with local language **origination** platform and **group** accounting system
- ✓ 100k+ loans supported per year
- ✓ Potential international **expansion**.

...but don't take **our word** for it

“ They are responsive and always go the extra mile ”

“ Consistently performing strongly against SLAS ”

“ Excellent support ”

“ Target continually look to help improve our service ”

“ They work very inclusively with our company ”

CSAT Average ★★★★★



Our **commitment** to partnership





We can help **transform**
customer experiences...



- ✓ **Helping you deliver the best outcomes for your clients.**
- ✓ **Creating solutions in collaboration with you**
- ✓ **All delivered in partnership**
- ✓ **Combing our experience with yours.**

#every**partner**isdifferent

Thank you

t:target

A TECH MAHINDRA COMPANY