

THE CENTELETTER

Message from Ajit

Welcome to the first edition of the 'Centeletter', the quarterly Centelon newsletter . I look forward to connect with all of you on a regular basis to share interesting trends in the market we are witnessing as well as notable news from Centelon.

Earlier this month, our remarkable Consulting team delivered the successful merger program between UniSuper and Australian Catholic Super. This 12-month program was delivered on schedule and under budget and has provided our client with a reusable model for future mergers.

Our performance in India over the past quarter has been nothing short of outstanding. We have added marquee clients such as HDFC and ICICI for Finnate digital onboarding solution. Apart from these we have also added NCML as a customer of Finnate Investfact. The strong market reception to Finnate is an incredible sign of confidence that customers have placed on our platforms.

In other news, I am pleased to announce that we have recently acquired Cedex Technologies Ltd. Cedex brings capabilities in digital products and AI and will further accelerate our expansion across the globe.

Even in these turbulent times, we are growing at a rapid pace and I look forward to sharing more news on this in the coming newsletters.

I would like to take this opportunity to wish you and your family a Merry Christmas and a Happy New Year. I hope you get a chance to have some much-deserved time off, and look forward to connecting again in the New Year.

- Ajit Stephen, Chief Executive Officer

What's New?

NFP In a Box is a ready-to-use and tailored accelerator for the **Not-for-Profit** sector that reduces efforts spent during the Discovery, Build, Testing, and Implementation phases.

- **0** License fee for implementation
- **50%** Reduction in time taken to value
- **30%** Reduction in maintenance cost
- **60%** Reduction in development efforts
- **120** User stories and **15** bespoke process maps

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Cybersecurity Trends in 2023

Organizations today are under a looming threat of cyber-attacks amid rapid technological growth. In the wake of the growing sophistication of attacking strategies by criminals, here are the top 3 security trends to look for in 2023:

- Machine Learning is enabling the expectation and response to security threats by analyzing patterns and behaviors in real-time, making cyber-security simplified and time efficient.
- Predictive cloud security is gaining momentum increasingly due to high ROI and its ability to locate and identify potential threats, including the ones that pass through the endpoint security.
- IoT devices have become one of the most vulnerable attacking points as attackers often find loopholes in their security infrastructure to sneak into other networked devices. Governments are working towards securing these connected devices to acquaint customers with potential attacks they inadvertently sign up for.

With cyber criminals inventing new attacking techniques every day, organizations must keep abreast with potential threats to protect their critical assets and focus on building cyber resilience.

Industry Highlights

- **Metaverse to transform CX**-As we move into 2023, Metaverse will become one of the most prominent platforms for creating immersive customer experiences. Thus, brands will seek to employ Metaverse in tools like social media and websites as customers expect more engaging and personalized interactions.
- **Web3 and digital identity**- The next phase of innovation in the internet space, Web3 will focus on digital identity as a prime focus area. Though in its nascent stage, the new iteration of the World Wide Web, stands to evolve internet identity by solving the issue of anonymity through decentralization, giving users control of their identity data and ushering in a new age of privacy.



In The Spotlight - NFP In a Box

A pre-built package that addresses all your pain points. With our accelerator, we have reduced the implementation time by up to **50%**.

This pre-configured package is expertly designed and tailored to suit your unique needs.

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Our Clients Say

“

Metiz PIIManager helped Fit2Work to automate the PII/PCI redaction process from the identity documents such as credit cards. Its AI/ML engine automatically detects documents containing PII/PCI, subsequently redacting these in real-time and at scale.

”

Michael Chia

Ex. General Manager (Equifax Australia)

Employees Shoutout

Here is a shoutout to the Finnate Investfact team for successfully migrating an NBFC with loans against property portfolios from an existing LMS to Finnate Investfact in 50 days. The Finnate Investfact team adeptly managed the project, from capturing business requirements, configuration, and validating loan outcomes with existing systems, to product customization and data migration in this short timeframe. The project is the first brownfield implementation of Finnate. Kudos to the team for achieving this feat!

At Centelon

1

Dreamforce Event

We participated in the biggest event of the year, Dreamforce, 2022 and met new people, discovered innovations, shared insights with Salesforce aficionados from around the world. Manoj Marathe and Sandeep Padhye represented Centelon Solutions at the event.

2

Cedex Acquisition

We are pleased to announce that Centelon has acquired the Kochi-based Software Development company Cedex Technologies LLP.

With several years of experience providing excellent services in AI Solutions, Web, Mobile, Chatbot and Voicebot Development, we are confident that the Cedex team of specialists will be a fantastic addition to the Centelon family.

3

AAHEFA event

It was a privilege and a great honor to be at AAHEFA's 3rd International Conference on Financing Higher Education in South Africa.

4

UniSuper-ACS Merger

Centelon Solutions has successfully navigated the merger between UniSuper and Australian Catholic super, two of the most renowned Super funds in Australia. This is a landmark program in the Australian Superannuation industry, and we are proud to have led this merger on behalf of UniSuper.

Thank You Note

Thank you for subscribing to Centeletter. We hope you enjoy reading this as much as we enjoyed creating it.

We would love to hear your feedback to help us improve. Happy reading.

- The Centeletter team