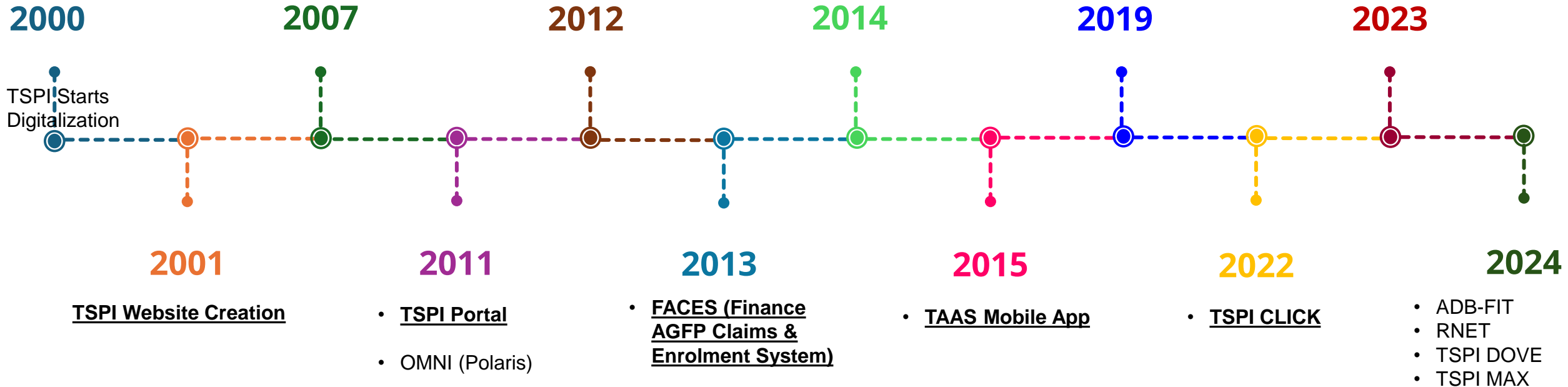


ADDRESSING CHALLENGES IN CHANGING TECHNOLOGY



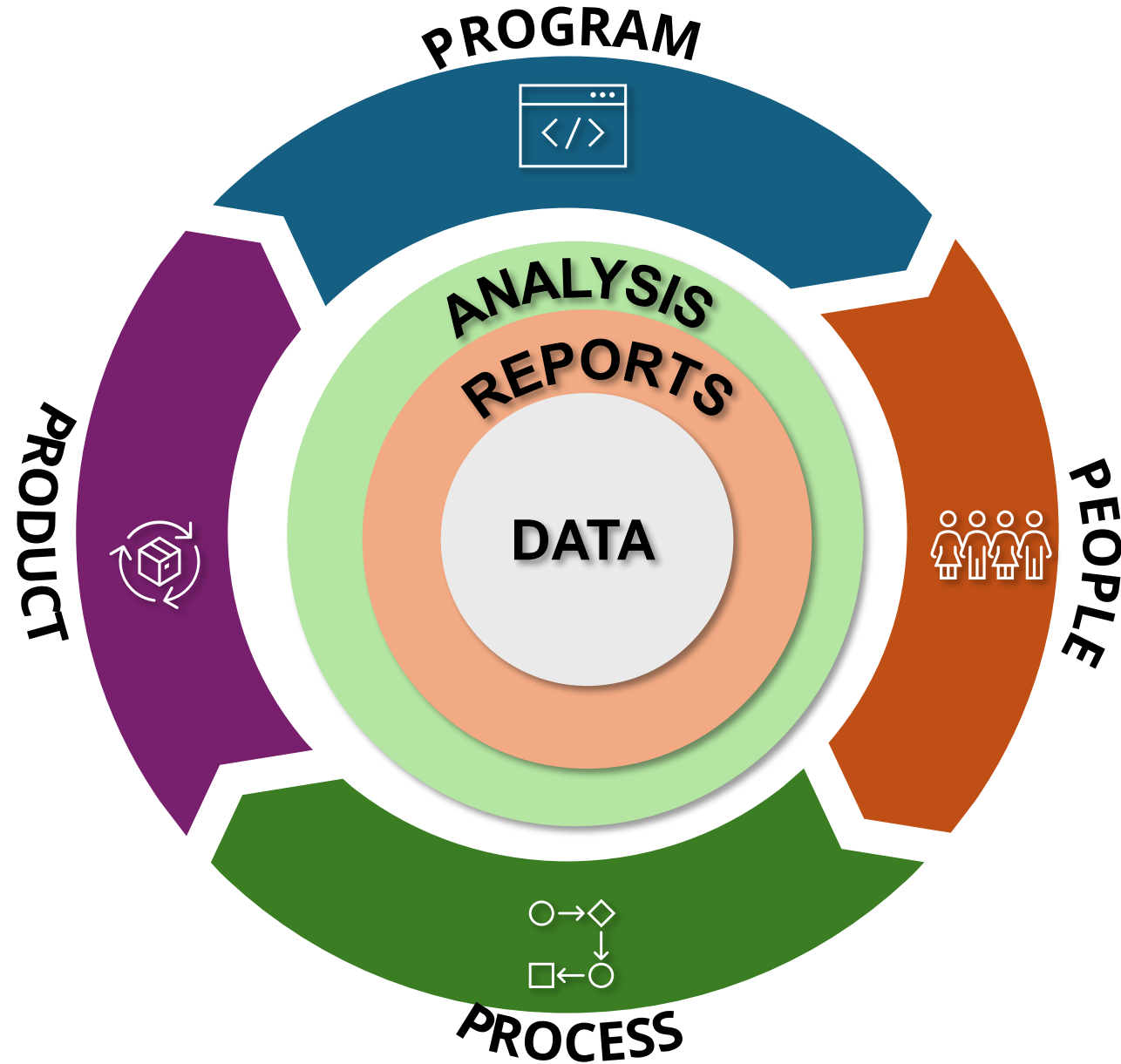
TSPI DIGITALIZATION JOURNEY

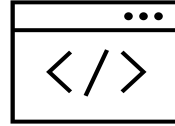
- **TSPI Optimize Program System (TOPS)** (Coop, TMP & TPP)
- E-Banker (TKP)
- **Branch Attendance Monitoring System (BAMS)**
- Enterprise Resource Information System (ERIC)
- Great Plains (GP)
- TXTBilis (SMS Facility)
- Gcash e-disbursement
- MBAI Polaris System
- TSPI FB Page
- TSPI YT Channel
- **TSPI CLICK Plus**
- Instafin



Since 2000, TSPI has invested in sustainable digital transformation programs in IT advancement with 11 major systems of which seven (7) systems are TSPI in-house developed.

TSPI manages 6 social media accounts – Facebook, FB Marketplace, Operations FB Group, YouTube, TikTok, and Google Workspace.





PROGRAM

CHALLENGES

SOLUTIONS

Production Support



Replace with latest core system with acceptable production support with local counterpart

Mobile App Advantage



Upgraded processes to mobile app based platform

Disaster Recovery & Information / Cyber Security Threats



- Secure system cloud-based with built-in disaster recovery program
- Invested in anti-virus and firewall protection software

CHALLENGES ENCOUNTERED



PEOPLE

CHALLENGES



Resistance to changes

- Conducted Training
- Communicated benefits - “What’s in it for them”
- Promoted buy-in through regular meetings and updates



AGE

Age Demographic

- Exercised patience in guiding older clients
- Explained concepts in a simple manner



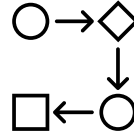
Location

(Internet Connectivity based on location)

- Use of Sambayanihan Centers/Branches for internet access



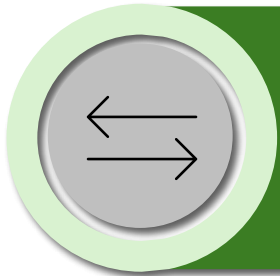
CHALLENGES ENCOUNTERED



PROCESS

CHALLENGES

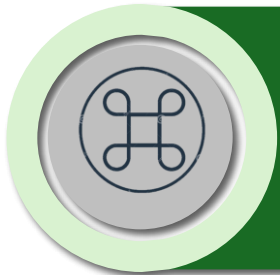
SOLUTIONS



Migration

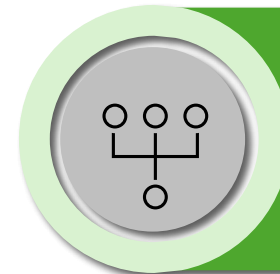
- Data Migration
- Hardware

- Developed a reliable data backup strategy to preserve historical data during migration
- Provided new computers and tablets



Reconciliation (Bank Settlement Accounts, PAR)

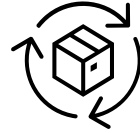
- Set up a reconciliation team to ensure the validation of discrepancies



Integration (TAAS, Microinsurance)

- Planned and analyzed integrations before proceeding with migration to minimize operational disruptions

CHALLENGES ENCOUNTERED



PRODUCT

CHALLENGES

SOLUTIONS



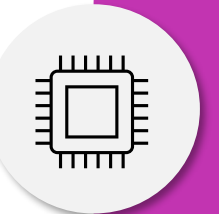
TKP CBU

- Converted to the absolute amount
- Change of policy



TPP Aging Analysis

- Adjusted reconciliation sheet to reflect AGFP claims.



Microinsurance Premium payments

Restored customer files for premium payments recorded in the sundry accounts.

OPPORTUNITIES GAINED



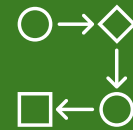
PROGRAM

User-friendly TSPI
CLICK app



PEOPLE

Accelerated
adoption of IT
development of
the employees
and clients.



PROCESS

- Strengthened data protection and security.
- Digital one-stop shop



PRODUCT

- Instantaneous loan re-availment. via mobile app.
- Sustained client satisfaction