

## New Clients Onboarded

This past quarter, we signed off two Banks onto our platform:

- **Mobilink Microfinance Bank (MMLB)** - selected AutoSoft to optimize their Treasury operations, with AutoSoft's money market and RTGS solutions.
- **Advans Microfinance Bank** - selected AutoSoft for their Core Banking Operations (covering Branch Banking, Credits, Compliance & MIS).

## Customer Engagement

### AutoSoft Users Conference (Coming Soon!)

We are excited to announce our upcoming first-ever User Conference with an exciting agenda, covering:

- Exciting AutoSoft-enabled Digital Transformation use cases from our industry;
- Our product suite's roadmap discussion with stakeholders;
- Knowledge sharing break-out sessions with power users of Core, Treasury, LOS, Trade, HRMS, and other modules from our suite.
- Recognition, giveaways, key networking opportunities, and more!

Stay tuned for more details about the location, agenda and potential showcasing opportunities. We look forward to leveraging the AutoSoft user community's collective experience for mutual learning and growth!

### Account Management Meetings:

To proactively understand and resolve current pain points and discuss future needs, Kamran Haider (head of support) and Zeeshan Aman (initiatives & account management) have completed meetings with all Karachi-based clients, and most Lahore ones.

In the third quarter, we plan to meet with clients in Islamabad and Peshawar, to serve you better.

## Support: Golden Tickets Leaderboard

- In Q2, we saw continuing growth in the count of Golden Tickets (those with detailed steps to reproduce, screenshots, attachments, and more) submitted by you, empowering us to expedite issue resolutions swiftly and efficiently. Thank you for your proactive engagement in helping us serve you better!
- As top contributors in Q2:
  - **Al Baraka Bank** is leading the pack with **40%** of the total golden tickets. Special thanks to Imran Faseeh & Haroon Najeeb.
  - **First Women Bank Limited, Punjab Provincial Cooperative Bank Limited, National Bank Pakistan – Bahrain OBU**, raised a sound **10%** golden tickets each for Q2.

## Product

### Platform Upgrade:

- We are rolling out an upgrade to our Microservices-based platform, significantly enhancing our technology and deployment methods. The phased rollout will ensure a smooth transition, preserving the existing integration ecosystem and data integrity.
  - Four out of five releases of our microservices platform, covering Core and Credit components, are ready to support conventional banking operations. The platform will also be available for our new clients.
  - Islamic Banking rollout is planned for 2025.

### Regulatory & Feature Updates:

- Per our *Software for Life* promise, regulatory updates such as Automation of Unclaimed Deposits, CR-tax on CNIC, and QR Codes for SBP Compliance were delivered to most clients in Q2.
- As a feature, the standardized Credit Billing Mechanism, with parameterized loan and deposit accounts, has been implemented for Conventional core banking clients in Q2.

## Training Services

### Upcoming Complimentary Webinars

DATE	TOPIC	PRESENTER
August 26, 2024	Digital Onboarding - Early Adoption View	Zeeshan Aman
August 29, 2024	Knowledge Base Updates on Team Support	Kamran Haider/ Amir Latif

### Recent Recordings Available from the [Support Portal](#):

DATE	TOPIC	PRESENTER
June 11, 2024	Upcoming releases and roadmap	Abdul Hannan
May 8, 2024	AutoSoft Knowledge Base Recap	Amir Latif

To request specific webinars or order tailored trainings email us at [trainings@autosoftdynamics.com](mailto:trainings@autosoftdynamics.com)

## Events in Q2

### Perseus Andromeda Summit

Bilal Mahmood (chief executive officer) and Shahzad Rafique (chief operating officer) attended one of our parent company's marquee summits at our Optimal Blue sister division's office in Texas, as part of Constellation's continuing focus on providing opportunities for AutoSoft to learn from our sister subsidiaries in the financial domain.



### 14th African Bank 4.0 Summit

Waleed Ahmed (chief commercial officer) & Saadia Samad (assistant vice president) attended the 14th African Bank 4.0 Summit. The team connected with inspiring professionals and industry leaders, to continue to stay abreast with industry trends and needs.



### M-Commerce by Total Communication

Our Team attended an M-Commerce event in Karachi, engaging with industry experts and exploring the latest trends for driving innovation in the banking industry.



To learn more about our products and services contact us at [sales@autosoftdynamics.com](mailto:sales@autosoftdynamics.com)