

TECHCOMBANK



INITIATIVE	Agentic Development Platform
AWARD	Celent Model Bank 2026 for Employee Enablement
EXECUTIVE SUMMARY	<p>In 2025, Vietnam’s Techcombank became a pacesetter for all banks globally, building an Agentic Development Platform for all aspects of their in-house development lifecycle. This initiative demonstrates the bank’s forward-thinking approach, adopting new technology and fully integrating it into the heart of its software development process. By transforming the DevOps process, the bank has turned software development from a manual, often siloed operation into a fluid, intelligent, and highly collaborative capability.</p>
TIMELINE	<p>The timeline is represented by a horizontal arrow pointing right, with five milestones marked by dots:</p> <ul style="list-style-type: none"> May 2025: Kick-off June 2025: Core Agentic Platform Build July 2025: MVP platform release to employees September 2025: Additional agents and enhancements December 2025: Final agent deployments
KEY BENEFITS	<ul style="list-style-type: none"> • Productivity cost savings: 1,000+ working hours saved in 2025 • Gained the work of 180 FTE equivalent in year 1 • Upskilled existing employees in Agentic AI principles • Reduced costs from project delays and corrections
KEY VENDORS	AWS, Anthropic (Claude Sonnet, Claude Haiku)
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Source: Techcombank, Celent