



*Benefit from process improvements in your payments operations*

#### Benefits

- Increase operational efficiency and STP
- Reduce costs
- Optimise your infrastructure
- Benchmark against your peers
- Increase customer service
- Tap into a global network



## SWIFT Consulting Services for payments and cash management

### Increase STP and improve your operational processes in payments processing

Payments and cash management operations typically use legacy applications that do not support real-time information updates and only offer limited integration capabilities. Such systems are highly dependent on suboptimal message standards, and exceptions are dealt with manually – making them prone to human errors. And, the situation is compounded by new regulations and market initiatives, as well as the constant focus on reducing costs while maintaining operational excellence.

Our Consulting Services team understands these challenges. We provide solutions that help you improve your payments operations processes by increasing operational efficiency and automation, optimising your infrastructure and reducing your costs.

SWIFT has a unique position at the heart of the financial industry. We provide the communication platform, products and services that connect more than 9,000 financial institutions around the globe. SWIFT also drives collaboration within the financial community to shape market practices, define standards and deliver unique solutions to common challenges.

With Consulting Services, you benefit from our extensive industry expertise in financial markets, message standards and practices, and back-office integration. Our consultants have a strong background in payments operations and back-office integration. They can help you improve critical business processes related to payments and cash management operations.

We have developed a proven methodology to analyse payments operations and provide neutral advice on concrete ways to reduce cost and risk and ensure best practices are followed. Our recommendations are categorised according to their implementation timeline, from immediate (quick wins) to strategic (more than a year).

**Reach higher levels of automation, efficiency and STP**

To increase the straight-through-processing (STP) rate and automation level of your message flows and communication channels, our consultants perform a thorough review of your current situation. We recommend concrete ways to improve integration levels and operational efficiency, reduce cost and risk, improve the service you provide to your counterparties, and share information about industry best practices and trends.

.....  
**“We have been delighted with the results of this review and quality of the findings of SWIFT. We found the consulting team engaged our time-poor Payments subject matter experts and operational leaders in a very efficient and highly professional fashion. We were pleasantly surprised by the findings of the review and would recommend the experience to others.”**

Michael Luddeni, Head Of Payment Systems & Service Delivery, National Australia Bank  
.....

**Optimise exceptions and investigations handling**

To increase your exceptions and investigations (E&I) handling efficiency, our experts perform a thorough review and provide recommendations on how to improve your business processes and realise cost savings. We also show you how your counterparties use Exceptions and Investigations-related messaging and can potentially provide a cost benefit analysis of automating such messages.

**Reduce costs of cash reconciliation processes**

Identifying potential cost savings in your cash reconciliation operations starts with reviewing your business processes and your usage of messaging and systems. We then provide you with recommendations to improve automation and efficiency and reduce risk.

**Benchmarking against your peers**

To give you insights on how you compare with peers, we benchmark your operations and provide a peer comparison using a detailed report of SWIFT payments traffic. The report considers your position in terms of growth, top counterparties usage of MT messaging, message length and rejected messages. We analyse the average message cost and provide recommendations to reduce your costs.

.....  
**“They’re a professional team. Make no mistake about it: these guys know what they’re talking about.”**

Dennis Sweeney, Newedge Group’s senior director and group head of treasury operations.  
.....

**Continuous improvement**

To ensure that you continue to enjoy maximum benefits from our analysis, we can conduct yearly reviews to monitor your efficiency gains, track your progress and potentially adapt our recommendations based on your evolving needs.

**Concrete benefits for other customers include:**

- Reducing payment instruction repair costs by USD 75,000 annually (for one correspondent)
- 50% cost base reduction by consolidating SWIFT infrastructures for one client

**Together we can do more**

SWIFT Consulting Services experts have delivered over 3,000 technical, integration and business operations consulting projects covering about 1,000 clients in more than 130 countries. Team members average 15 years of relevant industry experience and have direct access to 1,800 specialists across SWIFT.

*For more information, please contact your SWIFT account manager or visit [www.swift.com/consultingservices](http://www.swift.com/consultingservices)*