



Appian for Financial Services: SWIFT Global Payments Innovation Case Resolution

Appian is partnering with the SWIFT network to remove friction from complex interbank payments investigations, by providing case resolution of issues that occur on SWIFT global payments innovation cross-border transactions.

Forrester* recognizes Appian as a leader in dynamic case management because we provide a single view of all relevant case information and enable collaboration across teams and institutions to drive better case outcomes. Appian's expertise is exactly what SWIFT was looking for to improve customer experience and operational efficiencies across the payments chain.

Meet the challenge.

The Appian Low-Code Platform provides financial institutions the automation and coordination they need to shorten investigation and issue resolution time across the payments chain, making payments faster and more efficient.

Improve case resolution of exceptions that occur on cross-border payments with:

- An optimal customer experience thanks to more efficient and transparent processes that allow for faster payment processing.
- Centralized workflows, full tracking and audit trails, and SLAs for inquiry resolution.
- Fewer requests and responses to streamline interbank efforts and resolve issues quickly, reducing the need for manual intervention.

Reduce time to resolution across the payments chain.

Improve visibility with full tracking and audit trail.

Aggregate data for evaluating case patterns over time.

Create simple management views for measuring KPIs.

Focus.

Transform business processes and build the digital future for cross-border payments.

- Gain visibility with end-to-end payment tracking and audit trails.
- Reduce friction for faster, simpler, and more convenient payment investigation and resolution of issues.
- Reduce dependencies on manual, inefficient, inconsistent, and opaque processes.
- Make processing more efficient and avoid duplicate and conflicting requests.

Take control.

Quickly build, deploy, and scale customer service initiatives with enterprise solutions, including:

- Customer onboarding coordination.
- Institutional onboarding.
- Customer transaction lifecycle management.
- Disputes and complaints management.
- Contact center automation.
- Payments disputes and chargeback management.
- Payments/funds transfer hub.

Prepare for the future.

Pressure is mounting to deliver innovation in financial services, at Appian, we believe you should get it right the first time, prove value quickly, and build on your success.

The Appian Low-Code Platform accelerates application development while leveraging your legacy IT investments.

With Appian, financial institutions can build web and mobile applications faster, run them on-premises or in the cloud, and manage complex processes, end-to-end, without limitations.

Leaders in financial services trust Appian.



Realize the benefits of Appian for card operations management across every channel. Learn more at: appian.com/finserv.

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Appian is the unified platform for change. We accelerate customers' businesses by discovering, designing, and automating their most important processes. The Appian Low-Code Platform combines the key capabilities needed to get work done faster, Process Mining + Workflow + Automation, in a unified low-code platform. Appian is open, enterprisegrade, and trusted by industry leaders. For more information, visit appian.com/finserv.