Appian

Appian for Financial Services

SWIFT GPI CASE RESOLUTION

> 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

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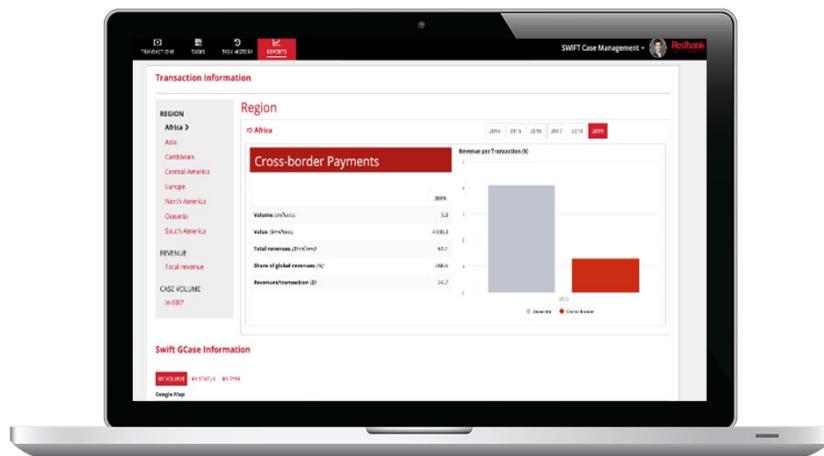
Forrester* recognizes Appian as a leader in dynamic case management because we provide a single view of all relevant case information and enable collaboration across teams and institutions to drive better case outcomes. Appian's expertise is exactly what SWIFT was looking for to improve customer experience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

MEET THE CHALLENGE

Appian's 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

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 & 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.

Appian's 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.

LEADING FINANCIAL INSTITUTIONS TRUST APPIAN:

S&P Global   **OCC**   **Payoneer**®   **UNIONBANK**   **PIRAEUS BANK**

Realize the benefits of Appian to transform cross-border payments.
Learn more at: appian.com/finserv

Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest financial institutions use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com