



National Australia Bank

‘SWIFT partnered with NAB and demonstrated the art of what is possible when skilled professionals work collaboratively in an agile manner. Eleven months after partnering with SWIFT and forming this team, NAB’s new SWIFT solution is in production with all migrations completed.’

Paul Richards, Programme Director, Customer Payments & Processing, National Bank of Australia

The National Australia Bank (NAB) are a financial services organisation headquartered in Melbourne Australia, with franchises across the globe including the US, UK, Asia, New Zealand and Australia. The organisation has over 12 million customers and employs more than 50,000 people in 1,750 branches worldwide.

A new global SWIFT solution was deployed at NAB in May 2013 now servicing NAB’s Australia, Asia, London and New York businesses for domestic and international payments, trade and supply chain finance and custodial services.

Program Outcome

The primary outcome of the project is convergence of NAB’s global SWIFT operations to Australia using a simpler, highly resilient SWIFT gateway solution hosted and supported from Australia. One of the program outputs to successfully realize the objective is to retire ageing, legacy systems in favor of widely used package software solution implemented in a standard way. Security, resilience and regional expertise were compulsory for any supplier to be considered.

A challenging brief

NAB’s imperative was to replace their existing SWIFT solution within 12 months to avoid the burden of a substantial upgrade to many components of the legacy system. The scale of the project was revealed after a series of meetings between SWIFT Technical Designers and NAB’s architects. NAB is the largest SWIFT processor in Australia with a complex architecture comprising circa

2000 routing rules developed over 15+ years within legacy and other third party solutions. SWIFT’s imperative was to design a solution meeting NAB’s technical criteria and to interpret, simplify and migrate each rule into the new solution. Any solution would require comprehensive integration between NAB’s transaction systems and SWIFT.

A SWIFT solution

NAB’s requirements were delivered using the Alliance Access interface to connect to SWIFT with the (then) newly launched Alliance Access Integration Platform to handle integration and message routing. SWIFT’s designers developed an ‘adapter’ as part of the Integration platform to enable transformations and complex routing based on the formats required by downstream systems. Resilience has been delivered with an automated failover with DR connectivity using the Database Recovery facility in Alliance Access.



SWIFT Asia Pacific Delivery

To deliver NAB's requirements a team of SWIFT experts worked in collaboration with NAB in Melbourne. Working directly with NAB's architects, SWIFT consultants were involved in design, software implementation, testing and go-live support. Drawing on the experience that SWIFT has across the region and around the world, SWIFT partnered with NAB to deliver a resilient, industry standard solution helping NAB to realise the primary objective of the program. SWIFT consultants also provided in-house training to operational staff in Australia, Asia, London and New York who needed to work with the new platform.

A proven formula

SWIFT has been creating solutions to address the opportunities & challenges of the global financial community, for over 40 years. This knowledge & expertise is there to support your organisation in many ways. We can help ease the implementation of changes to your infrastructure and make the most of your operations. We can enable you to train and develop your staff to the level you need.

SWIFT experts are always there. We keep you going, resolve your issues and propose improvements where seen. We are a flexible extension to the expertise in your team. We are your back up plan, your peace of mind.

About SWIFT

SWIFT is a member-owned cooperative that provides the communications platform, products and services to connect more than 10,000 banking organisations, securities institutions and corporate customers in 212 countries and territories. SWIFT enables its users to exchange automated, standardised financial information securely and reliably, thereby lowering costs, reducing operational risk and eliminating operational inefficiencies. SWIFT also brings the financial community together to work collaboratively to shape market practice, define standards and debate issues of mutual interest.

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