



A Data and Analytics solution to enable faster and more cost-effective cross-border payments

Key benefits

Act upon fact-based information to steer your institution's payment strategy through improved market and competitive analysis.

Optimise your payment routings and fine-tune SLAs with correspondents, leading to lower costs and faster payments.

Improve your value proposition towards customers by reducing customer charges and offering faster end-to-end routings.

Identify new business opportunities by, for example, identifying agents who are performing currency conversion in your transactions, or monitoring your SWIFT Go activity share.

Reduce friction by identifying payments that were inefficient and required manual intervention (Case and Stop&Recall request) to improve your operational efficiency

Context

In this constantly changing world of cross-border payments, access to data is crucial, the pressure on fees is persistently increasing and 'efficiency and optimisation' is the primary objective of all payments professionals. Every player on the global payment market aims for faster and more cost-effective international payments that remove friction and enable greater transparency. At the same time, data volumes are increasing exponentially; these datasets lack standardisation, are often spread across multiple IT systems and subsidiaries, and are delivered in multiple formats.

How SWIFT can help

Observer Analytics supports your business development and operational efficiency by offering actionable insights, at a glance, on all payment flows within the SWIFT network (including ISO 20022). The service brings transparency on your end-to-end fees and speed, and it provides analysis on your payment routings and correspondents. It also provides benchmarking capabilities on your payment transactions by comparing your performance with other players.

This service has been designed in collaboration with the financial community and is built around a secure, user-friendly online data platform.

“Using SWIFT’s Observer Analytics data, Westpac identified and implemented opportunities to route outgoing international payments through our correspondent bank network more efficiently. This has improved our customers’ and their recipients’ payments experience by reducing unnecessary deductions, increasing speed and pricing transparency.

We have also used the data to reduce our own routing expenses. We believe there is more value that can be unlocked using SWIFT’s Observer Analytics and will be using it to complement our payments analytics so we can constantly refine our payment routing.

It’s a great tool for improving the customer experience and finding efficiencies.”

Nick Fanning

Director, International Payments Product | Global Transaction Services, Westpac Institutional Bank

Standardised, reliable data

With no software or hardware installation at your end, Observer Analytics provides a single source of rich, standardised data – there's no need to consult a multitude of sources across your institution. Monitoring of operational efficiency is made easier with consolidated access to aggregated global, regional, and country level data, as well as drill-down capabilities.

“Complex data made simple! This is such a powerful tool! It provides a simplistic and customised view on data that was previously difficult to access, analyse and visualise.”

Larize Nel Payments Portfolio manager, ABSA Bank

Faster, smarter transactions

Observer Analytics allows you to improve your operational efficiency by identifying and quantifying areas of friction in terms of end-to-end speed, fees, and transaction routing within your institution's transaction activities. The service uses SWIFT payment transactions data to provide a comprehensive view of your activity across all subsidiaries and with all correspondents. Information is aggregated monthly and is augmented with benchmarking and outlier detection capabilities.

Observer Analytics offers deep dive analysis of your payment routings, enabling opportunities to route outgoing international payments through your correspondent bank network more efficiently. It enables frictionless transactions by monitoring and analysing transactions that previously required manual intervention through the Case Management service.

“Gpi Observer Analytics provides important data analysis for improving our cross-border payment efficiency and service level. By comparing with market peers, it helps us dive into insights of gpi operational efficiency and quality, as well as optimise payment routings, to continuously improve the bank's service level and customers' cross-border payment experience.”

Bank of China

Enabling new business opportunities

Observer Analytics is relevant to a broad range of institutional users, including operations managers, network managers and sales managers, as well as correspondent banking and data analysis teams. The persona-based dashboard is tailored to the user's specific needs allowing, for example, the sales managers, to identify opportunities for new business developments by identifying FX players in your transactions and monitoring your SWIFT Go activity share; or Network Managers to optimise routings of payment transactions.

“The new SWIFT gpi Observer Analytics tool provides valuable insights into NAB's cross-border gpi payment flows and market share. The Observer Analytics data will allow NAB to enhance the international payments experience for our customers through improved payment delivery management with our banking partners.”

National Australia Bank Limited

For more information, or to subscribe to this service, contact your SWIFT account manager or email us at gpi.observer@swift.com.

SWIFT is a member-owned cooperative, providing secure financial messaging services to more than 11,000 organisations, across the financial ecosystem, in almost every country in the world. For nearly five decades we have delivered certainty, continuity and excellence by constantly evolving in an everchanging landscape. In today's fast moving, increasingly connected and challenging world, this approach has never been more relevant.
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