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Enabling Compliance: How Symphony and Appian Transform Financial Communications

Today's financial institutions are hyper-connected, with constant communication both inside and outside every company. But if your messaging platform is non-compliant, it could lead to hefty fines. In August 2023, ten leading banks were fined $289 million for non-compliant communication. And over the past year, the Securities and Exchange Commission has handed out $2 billion in fines to firms for non-compliant communication.

How Symphony and Appian can help.

Appian has partnered with Symphony to empower financial institutions with auditable, compliance-enabled messaging on popular platforms like WhatsApp, WeChat, and SMS.

Symphony is the secure communication platform designed for professionals, enabling teams to collaborate, share files, and communicate in a secure and encrypted environment. Over a thousand financial institutions worldwide rely on Symphony for encrypted, compliance-enabling business communication. The Appian AI-powered process platform makes it easy for firms to automate their processes, reduce risk, and reach new levels of efficiency. Appian eliminates data silos and ensures every workflow is secure and compliant.

Together, Appian and Symphony help financial institutions optimize collaboration without sacrificing compliance—two crucial success factors for the highly competitive and highly scrutinized financial services market.

By integrating Symphony with Appian, financial firms can unlock a host of benefits, including:

- Secure tools for compliant communications and transactions.

- Comprehensive, auditable workflows with real-time notifications.

- Streamlined task automation for smoother client processes.

- End-to-end Encryption for safeguarding financial data.

- Tailored compliance and regulatory support including retention and archiving.

- Customizable access controls for enhanced data security.

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Symphony's edge: transforming compliance and security in finance.

In the dynamic world of finance, secure and efficient communication is paramount. Whether it's traders discussing real-time strategies, executives finalizing M&A deals, or financial advisors reaching out to clients, Symphony ensures utmost security and efficiency. Here are some key areas in which Symphony has transformed financial services:

- **Investment Management:** Trading teams, portfolio managers, and analysts can communicate in real-time while ensuring sensitive information remains protected.

- **Compliance and Risk Management:** Symphony makes it easy to monitor internal communications, conduct investigations, and adhere to regulatory requirements and internal policies.

- **Payments and Transactions:** Secure communication channels are essential for payment processing and transactions, ensuring smooth operations and addressing potential fraud scenarios.

- **Regulatory Reporting:** Symphony streamlines regulatory reporting processes by allowing compliance teams to coordinate with various departments involved in data collection and reporting.

- **Customer Support and Relationship Management:** Enhance customer support with fast, secure resolution for every issue.

Symphony's platform can be configured to fit the specific compliance requirements and workflows of any financial institution. Its flexibility and integration capabilities cater to a wide range of use cases, elevating communication, compliance, and efficiency in the most complex financial business processes. If secure communication, superior compliance, and operational efficiency are a top priority for your organization, then pairing Symphony and Appian is the perfect solution.

Leaders in financial services trust Appian.

ALLAN GRAY

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Nasdaq

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Ready to start your journey? Learn more at appian.com/finserv or contact your account executive for more information.

Explore the benefits of the Symphony-Appian integration today.

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Appian is a software company that automates business processes. The Appian AI Process Platform includes everything you need to design, automate, and optimize even the most complex processes, from start to finish. The world's most innovative organizations trust Appian to improve their workflows, unify data, and optimize operations—resulting in better growth and superior customer experiences. For more information, visit appian.com. [Nasdaq: APPN]