Kiatnakin Phatra Bank Builds Operational Resilience Through SaaS-based SWIFT Payment Solution

"Bottomline's UA system has provided an opportunity for us to improve operational resilience, overcome regulatory compliance challenges and scale up quickly to address evolving changes in the market."

- Narongrit Promfai
Vice President – Investment / Core Banking System

Challenges

- Expensive operating and maintenance costs
- Complex process of controlling transactions through multiple interfaces
- Lack of sufficient support to manage technical complexity, and future proof against regulatory and industry changes

Solution

- Universal Aggregator (UA) System to match the bank's previous on-site Swift Alliance Access Windows-based system

Results

- Improved operational efficiency and lowers costs
- Simplified bank's payment operations with a single point of access for multiple payment networks
- Overcome new regulatory challenges, ensuring compliance and reducing risk
- Efficiently scale to address evolving changes in the market
- Reduced the learning curve for users and IT personnel

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