

**SYMPHONY**

# COMMUNITY NEWSLETTER

Hello Megan,

This month's Community Newsletter highlights how teams can revolutionize their client onboarding experience with automation, provides the latest update on the Symphony external network, a request for nominations for the Symphony Innovation Award, and a Save-the-Date for our exclusive Symphony Innovate conference in Asia!

## **Streamline the Client Onboarding Experience with Bots**

A successful client onboarding process often means increased cross-selling opportunities and client retention. A recent study from **PwC** found that “benefits of thoughtful customer onboarding include higher customer satisfaction and lower churn, better insights into customers’ preferences and desires, lower costs due to streamlined processes, and enhanced compliance with regulatory requirements.”

Currently, client onboarding can be an extremely manual and time-consuming process. Cut out the overlapping phone calls and email threads with a client onboarding bot on Symphony. Integrate the Client Onboarding bot and:

1. Upon a new client onboarding request, generate a new chatroom with the relevant teams
2. Receive a list of required documents in the chat room
3. Reduce email traffic by enabling team members to ask questions in one chat room
4. Easily track the latest information and documents shared, expediting the overall onboarding process

**Contact** our Platform Solutions team today to see how you can implement a bot like this for your firm.

## **Did You Know that Symphony Can Connect You with More Than 290 Firms?**

BNP Paribas operations in Americas have recently joined the Symphony External Directory. We now have 240,000+ professionals externally communicating across 290+ firms. View the current landscape of our community in one convenient grid, so you can send connection requests to the counterparties you want to speak to.

**SEE MORE FIRMS**

## **Symphony Innovation Award 2019**

In 2018 we introduced the **Symphony Innovation Award** and recognized 6 different companies for their cutting-edge integrations and their involvement in the Symphony community. The **winners** were announced at Symphony Innovate in Asia and New York. The most recent winners include:

1. AllianceBernstein's Abbie Bot, which streamlines the trade process to improve productivity, saving nearly 50 hours of productivity a day
2. Vorto's ServiceNow integration, which reduces the overall time of the reconciliation process and replaces email as the primary communication source

See the full list **here**.

We are searching for the most innovative applications and bots in use by the Symphony community. that our community is using. If your firm has developed an integration that has transformed workflows, **nominate it** for the Symphony Innovation Award today.

The next set of winners will be announced on stage at Symphony Innovate Asia in Singapore later this year.

## Save the Date for Symphony Innovate Asia 2019



In June, Symphony Innovate Asia 2019 will bring together 200 executives, developers and industry experts from the APAC community to discuss the roles of secure collaboration and workflow automation in the new digital workplace. It is an invite-only event, so please **contact your Symphony representative to secure your invitation.**

Check out highlights from Symphony Innovate 2018 in **Asia** and **New York**.

Know a colleague that will find the community newsletter useful? Help them **subscribe to the newsletter** now.

**SHARE WITH A COLLEAGUE**