

# Trusted connectivity for global finance



Messaging



Voice



Analytics



Directory

## 550K+

Users across platforms

## 1.3K+

Global firms trust Symphony

## 10M+

Daily external interactions

### Challenge

Financial markets are under intensifying pressure: from geopolitical volatility and cyber risks to regulatory scrutiny and competitive threats, the challenge to stay ahead is profound. The industry is simultaneously in a state of vast transition due to AI, machine learning and cloud migration while market access is democratized.

Adapting is dependent on communication – between both humans and technology – and breaking down siloes built by legacy tools, implementing safeguards for sensitive data, and enabling scalable innovation.

### How Symphony can help

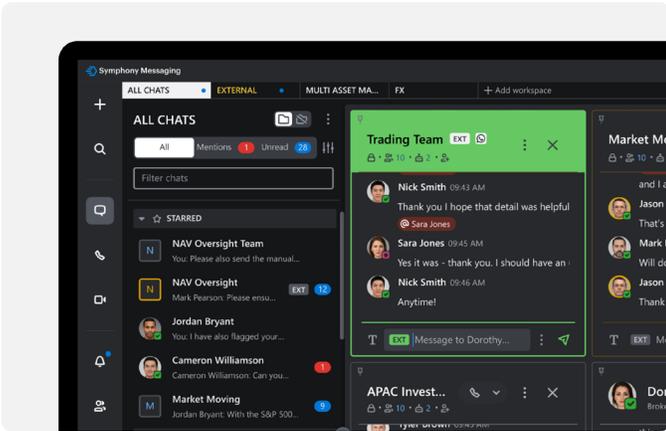
Addressing these challenges head-on is possible with Symphony's suite of interconnected platforms, purpose-built for global finance to navigate complex regulatory landscapes, prioritize data security, and optimize business interactions.

**Messaging, Voice, Directory, and Analytics** empower secure, intelligent, and rapid connectivity between market participants to enable open collaboration, drive innovation, and embrace transformation.

# Messaging

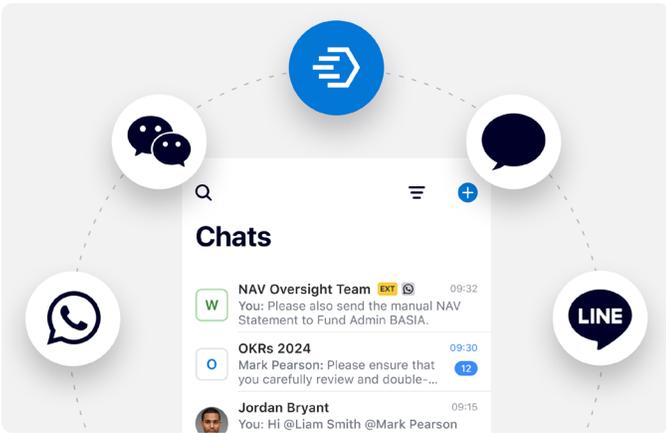
## Secure and compliant external messaging

- Borderless compliance-enabling communication and workflows
- Interoperability for innovation and efficiency
- Maximum security and stability



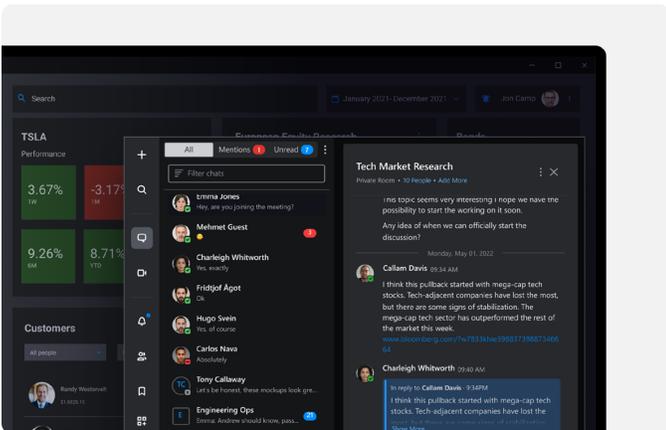
### Symphony Messaging

Robust internal and external collaboration and workflow automation in a secure, stable and compliance-enabling interface designed for the rapid speed of capital markets.



### Federation

Mobile connectivity and compliance-enabling communication with any user of consumer networks including WhatsApp, SMS, LINE, WeChat and mobile voice.



### Embedded Mode

Plug Messaging platform capabilities into third party tools and applications to reduce context switching and keep users in their preferred environment.

# Voice

## Fast and flexible voice communication

- Cloud-native software for rapid connectivity to counterparties
- Scalable and flexible deployment based on your business needs
- Expert planning and white-glove implementation



### Cloud9

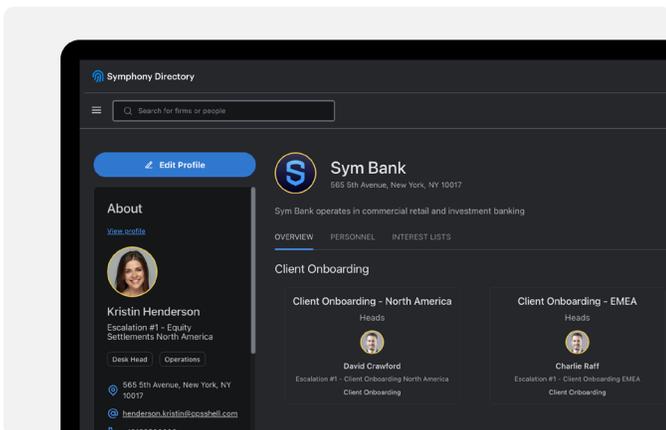
Award-winning trader voice serving a global community of front office professionals. Fully cloud-native, it is the ideal turret replacement – modernizing trader communication with seamless deployment, rich telephony features, and data-powered insights.



# Directory

## Trusted network of market participants

- Customer verified data ensures secure connection to the right contact
- Rich, industry-specific profiles help find the right team at the right time
- Flexible, auditable permissioning for control of data visibility

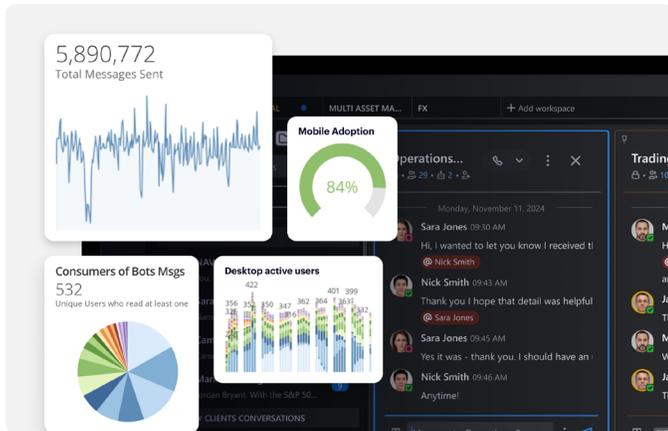


### Embedded Directory

Enriched and standardized with market-specific data, industry-wide profiles are accessible across Symphony's communication platforms with customizable access controls – making it easy to find and connect to the right counterparties on demand.

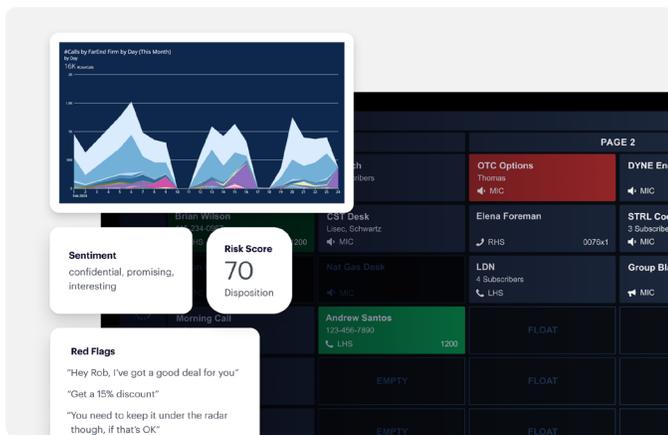
## AI-powered market intelligence and communication insights

- Extract insight from proprietary messaging and voice data to optimize workflows
- Proactively detect and root out noncompliance
- Distill market activity into intelligence that informs decision making



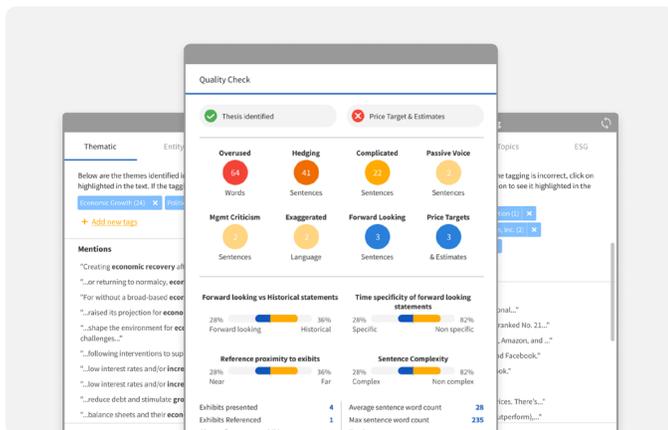
### Messaging Analytics

Aggregate messaging interaction data, monitor customer relationship trends and extract trending topic analysis to optimize communication workflows and customer relationship management.



### Trader Voice Analytics

Transcribe voice trading interactions and extract detailed analysis with models trained atop Google Cloud's AI to improve trader efficiency, inform strategic decisions and simplify risk management.



### Market Intelligence

Transform unstructured data – earnings call transcripts, research reports, news coverage and more – into actionable insights to drive smarter research and front office workflows.

# Disclaimer

© 2026 Symphony Communication Services, LLC - Public document

Neither Symphony Communication Services, LLC (together with its affiliates, "Symphony") nor the services which Symphony offers to its customers ("Symphony Services") is subject to the oversight or jurisdiction of any financial regulatory body.

Symphony is not, and shall not be construed as, a registered broker-dealer, an underwriter of securities, an introducing broker, or an entity performing similar or other regulated functions. Similarly, Symphony is not registered as, or to be construed as, a multilateral facility (including but not limited to a SEF, MTF or OTF), trading venue, regulated market or exchange. Because Symphony does not act in these capacities, nor is Symphony registered to do so, any indication to the contrary in this document or in any other document provided to you by Symphony shall be interpreted to the maximum extent so as not to imply that Symphony is acting in such capacity (or in any other capacity that is subject to regulatory oversight or subject to a requirement to register with a financial regulator).

Any Symphony Service that permits customers to negotiate the terms of any financial instrument is offered, and only capable of being used, on a purely bilateral basis. Symphony has no role or involvement in the negotiation or arranging of any transactions in financial instruments nor in the introduction of counterparties to one another for purposes of entering into such transactions. The execution of any such transaction is solely as between the counterparties thereto, and Symphony does not perform any execution, clearing or settlement function for any financial instrument transaction. To the extent that any Symphony customer utilizes Symphony Services for purposes of negotiating financial instruments, it is solely the responsibility of such customer to comply with any regulatory requirements to which such customer, or such negotiation, may be subject.

Neither this document, nor the offering by Symphony, or use by any Symphony customer, of any Symphony Service, shall be construed as a solicitation, endorsement, offer or recommendation by Symphony to buy, sell or hold any financial instrument, or an offer to provide any investment advice or investment services to any person in any jurisdiction. Recipients of this document and users of all Symphony Services alone assume the responsibility of evaluating the merits and the risks associated with the use of the Symphony Services.

Symphony is not a provider of call bridging services or any other regulated telecommunications functionality, and Symphony serves solely as a sales agent or network manager, and not as a "reseller," in facilitating use of any regulated functions. Symphony is not responsible for originating PSTN voice calls from, and terminating calls to, users on its platform, and such functionality is provided by third-party service providers.

Furthermore, certain of the statements and terms contained in this document may be forward-looking and contain concepts, product ideas or functionalities that are not currently part of the Symphony Service suite, but are instead contemplated by Symphony to be offered to customers at a future date. There is no guarantee that any such functionality will be offered by Symphony, and until such time, if any, as a particular functionality is included in the Symphony Services pursuant to a contractual agreement between Symphony and the customer utilizing such functionality, the depiction of such concepts, ideas and functionalities shall be construed as forward-looking only.

Nothing in this document or in the license or operation of any Symphony Service constitutes a representation by Symphony that is contrary to the foregoing disclaimers.

---

Learn more at [symphony.com](https://symphony.com) or contact [sales@symphony.com](mailto:sales@symphony.com)