

Simplify payments. Strengthen control.

A practical guide to modernizing payment operations and compliance workflows



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Why payment operations are under pressure

If you manage payment operations or treasury workflows, your day rarely slows down. You are responsible for moving high volumes of transactions accurately and on time. You manage sanctions screening, investigate exceptions, reconcile accounts, and onboard new banking partners—all while maintaining compliance and supporting the business.

And you likely feel the pressure:

- Too many portals
- Too many manual checks
- Too many exception queues
- Not enough time

Modernizing financial connectivity is not just a strategic initiative for executives. It directly affects your daily workload.

A cloud-based financial hub model [simplifies payment operations, reduces manual touchpoints, and strengthens compliance without adding complexity.](#)



Compliance burdens are intensifying and costs for retail and corporate banks have surged more than 60% since the global financial crisis.

KPMG, *Modernizing payments*, 2025

The daily pressure in payment operations

Operational leaders face constant demands:

High transaction volumes

Cross-border payments, domestic transfers, confirmations, cancellations, investigations—each message must be validated, screened, and tracked.

Manual sanctions checks and exception queues

When screening tools operate outside the transaction flow, teams must reconcile alerts manually. False positives consume hours. Real issues require deep investigation.

Reconciliation headaches

Disconnected systems make it difficult to trace payment status end to end. Data inconsistencies increase rework.

Onboarding delays

Adding banking partners or corporate clients often requires manual configuration, connectivity testing, and compliance setup.

Limited visibility

Information is spread across systems. Generating reports or audit documentation requires manual effort.

The result is constant pressure to process faster while reducing risk.



The European Banking Authority found that the risk of fraudulent transfers is up to **10 times higher** in instant credit transfers compared to regular credit transfers.

EY, *EU Instant Payments: Challenges and Compliance, 2025*

Why legacy systems slow you down

In many organizations, financial messaging evolved over time:

- SWIFT connectivity managed in one environment
- Sanctions screening in another
- Fraud monitoring layered separately
- ISO 20022 transformations handled through custom scripts
- Onboarding managed via spreadsheets and email

What “before” often looks like

Message

- Manual validation
- Separate screening
- Exception queue
- Rework
- Reconciliation

Each handoff introduces delays. Each system boundary creates risk.

When these workflows operate independently, problems follow.

Common challenges:

- Screening happens after message submission
- Errors generate duplicate work
- Visibility is fragmented
- Manual interventions increase compliance exposure
- Audit trails are difficult to consolidate

The more tools you add, the harder it becomes to maintain control.

What changes with a cloud-based financial hub

A modern approach embeds controls directly into the transaction lifecycle. With a cloud-based financial hub model, such as OpenText™ SWIFT Service Bureau, SWIFT connectivity, ISO transformation, and compliance monitoring operate within a unified, cloud-based environment.

What “after” looks like

Message

- Automated validation
- Real-time sanctions and fraud screening
- Instant feedback
- Straight-through processing

Instead of moving transactions across disconnected systems, controls are integrated into the flow.

Real-time sanctions screening

Screening is embedded directly into the payment process. Alerts appear immediately. Teams resolve issues faster and reduce manual duplication.

ISO 20022 readiness without manual transformation

The platform handles required message transformations and validations. You don't need to maintain custom scripts or manage constant format updates.

Automated monitoring and audit trails

Every transaction generates traceable logs. Reporting and audit preparation become faster and more predictable.

Standardized onboarding workflows

New banking partners and corporates follow consistent onboarding processes. Connectivity and compliance configurations are predefined and scalable.

Reduced reliance on exception handling

When validation and screening occur earlier in the flow, error rates decline. Teams spend less time reworking transactions.

Institutions embracing strategic operating-model simplification see productivity gains of up to 15% over two years.

McKinsey & Company, *How banks can boost productivity through simplification at scale*, 2025



What this means for your daily work

Modernization should not create more work. It should simplify your day. Instead of troubleshooting infrastructure or chasing disconnected alerts, you can focus on:

- Improving cash visibility
- Reducing payment delays
- Strengthening audit readiness
- Supporting strategic treasury initiatives
- Collaborating more effectively with banking partners

When infrastructure and compliance operate together, operational friction decreases.

Measurable outcomes for operations

Operational benefits are tangible and measurable.

Fewer false positives

Integrated screening improves accuracy and reduces duplicate investigations.

Faster payment processing

Embedded validation enables more straight-through processing.

Reduced manual touchpoints

Automation eliminates redundant reviews and handoffs.

Improved compliance confidence

Consistent audit trails and real-time monitoring strengthen regulatory readiness.

Better collaboration

Standardized processes simplify interactions with internal stakeholders and banking partners.

Modernization does not remove your responsibility—it gives you better tools to manage it.

Support for a digital-first banking operation

A digital-first banking operation is not only about strategy, it is about predictability. When payment workflows are unified:

- Exceptions are visible immediately
- Compliance is built into each transaction
- Reporting becomes easier
- Teams operate with greater confidence

This shift reduces stress and increases control.

And because OpenText SWIFT Service Bureau operates as a managed, cloud-based service, you no longer need to manage infrastructure upgrades, hardware refreshes, or version migrations internally.

Your focus moves from maintaining systems to optimizing operations.

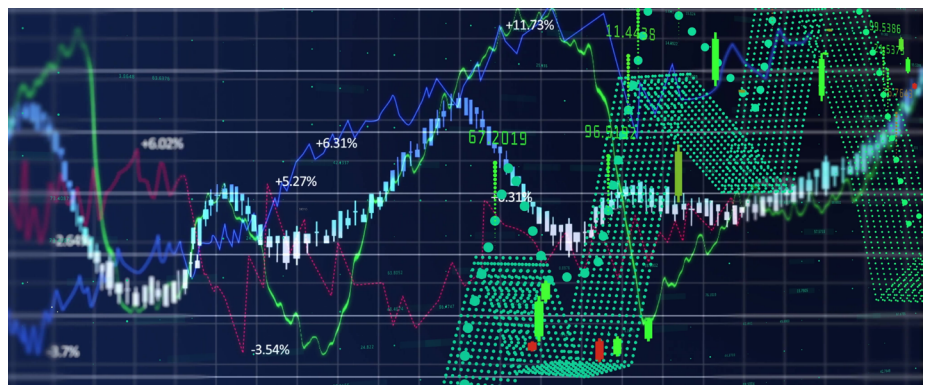
Operate payments with confidence

Payment operations teams carry significant responsibility. Every transaction matters. Every compliance check matters.

Disconnected legacy systems increase workload, risk, and frustration. A unified financial hub model simplifies connectivity, embeds compliance, and enables real-time control. With OpenText SWIFT Service Bureau, you can:

- Reduce manual effort
- Improve processing speed
- Strengthen compliance
- Gain clearer visibility
- Support the broader modernization strategy

Modern financial operations are not just faster. They are more predictable, scalable, and resilient.



Resources

ISO 2022 is just the beginning

[Read the blog ›](#)

Hidden cost of legacy SWIFT

[Read the blog ›](#)

From connectivity to competitive advantage

[Read the solution overview ›](#)

Modernizing global bank payments: A secure, scalable, compliant approach

[Read the white paper ›](#)

Learn more about OpenText SWIFT Service Bureau

[Contact OpenText ›](#)

Next steps for operations leaders

If you are evaluating modernization options, consider:

An operational efficiency checklist

Identify where manual touchpoints and exception bottlenecks exist.

A payment workflow maturity assessment

Benchmark your current processes against real-time, cloud-enabled best practices.

A sanctions screening optimization review

Evaluate false positive rates, response times, and monitoring integration gaps.

Modernization does not need to be disruptive. With the right approach, it becomes a practical path to greater control and confidence—every day.