

SWIFTSmart, digital learning for the financial industry



The financial industry is facing significant challenges: fast technology evolution, staff turnover, compliance and cyber threats. There is a shared concern around operational efficiency and risk management, and a sense of urgency around the need to train people to avoid business disruptions.

SWIFT's responsibility is to ensure that our customers' employees harness new technologies and have the necessary knowledge to operate efficiently and securely. In order to boost community knowledge, and line with market best practice, SWIFT announced a strategic shift from classical classroom training towards a more digital and interactive learning approach.

To achieve this we launched SWIFTSmart, a digital learning platform to which all SWIFT-connected institutions have access and which delivers on-the-job, short duration, and interactive self-study options. SWIFTSmart represented a significant cultural shift for our customers and for SWIFT. We thought big, started small, failed fast and grew quickly. We collaborated with experts across our organization, while

community representatives have been involved since day 1. They provide us with continuous insights and recommendations.

Three years after its launch, SWIFTSmart has become an evidence in the financial industry. Its adoption surpassed our wildest expectations. Our portfolio includes over 800 courses with the most popular topics in 10 different languages, allowing knowledge to be disseminated across the globe in a universal way.

About SWIFT

SWIFT is a global member-owned cooperative and the world's leading provider of secure financial messaging services.

It provides its community with a platform for messaging and standards for communicating, it offers products and services to facilitate access and integration, identification, analysis and regulatory compliance.

It allows more than 11,000 financial institutions from over 200 countries to communicate with each other securely and reliably.



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