Swisscom takes over processing of Zürcher Kantonalbank's payment transactions

In the middle of March 2017, Swisscom began processing payment transactions for Zürcher Kantonalbank. This represents the successful implementation of one of the biggest outsourcing projects for the Swiss banking industry in recent years.

Outsourcing payment transactions to Swisscom means that around 120 million Zürcher Kantonalbank transactions will be handled annually by Swisscom's bank processing centre. It has taken just under three years to roll out the new processes and link the bank's existing systems to the Swisscom platform. A total of 26 Zürcher Kantonalbank employees have moved to Swisscom and will continue to work in Zurich. Swisscom's bank processing centre, which uses Finnova banking software, handles the payment transactions of around 50 banks nationwide.

Oliver Kutsch, Head of Banking at Swisscom, is delighted: "Outsourcing represents a sea change in systems, processes and culture. We are proud to have engineered this complex transformation thanks to our strong partnership with Zürcher Kantonalbank and other partners such as Finnova." Jürg Bühlmann, Head of Logistics and member of the Management Board of Zürcher Kantonalbank, emphasises: "We are delighted to have successfully completed the biggest and most uniquely complex IT outsourcing project for our bank to date in collaboration with Swisscom. The new payment transaction system allows our bank to comply with future requirements in internationally standardised payment transactions." Zürcher Kantonalbank announced its outsourcing of payment transactions to Swisscom in spring 2014.

About Swisscom as partner to Swiss banks
Aside from telecommunications services, around 170 Swiss banks additionally entrust Swisscom with parts of their value chain, including IT infrastructure, business applications or entire business processes such as payment transactions and securities. Swisscom also stays abreast of digital banking

developments through its e-foresight think tank and supports banks with transformation and innovation projects. Around 900 Swisscom IT and banking experts work for banks across 10 sites in Switzerland.

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