

# Swift Case Management

Transforming the efficiency and effectiveness of investigation processes.

Swift Case Management tackles one of the least automated areas in payment processing: exceptions and investigations. Swift has developed the Case Management initiative to centralize and streamline investigation processes across banks, powered by ISO 20022 messages to help the industry address exceptions and investigations more effectively. At the heart of Case Management is a central Case Manager hosted by Swift, which coordinates various investigation processes, making it easier for banks to manage exceptions and investigations cross-border payments.

## Swift Case Management solution integrated with FinCase

Both valantic FSA and Commerzbank are proud members of the Case Management Pilot group and are dedicated to implementing the solution as part of valantic FSA's FinCase investigation system during the Swift pilot phase.

**“Exceptions and Investigations will be truly transformed by Case Management. Thanks to structured ISO 20022 messages and orchestrated delivery, we bring transparency and efficiency to what is currently a manual and time-consuming task for financial institutions.”**

**Catherine Banneux**

Senior Product Manager, Swift

Commerzbank's practical expertise in investigation processing is key for successful implementation and helps valantic FSA further improve the application.

## Swift Case Management: Enhancing investigation processing with seamless integration

Case Management service has been made available since November 2024 and can be used on an optional basis by any Financial Institution during the Early Adoption phase.

By November 2026, banks must support investigation requests (camt.110), and by November 2027, Case Management will be fully mandatory for both incoming and outgoing messages, with Inflow Translation phased out.

Commerzbank and valantic FSA were amongst the members of a Swift-hosted pilot group for early implementation of the Case Management.

## How do banks benefit from Case Management?

Exceptions and investigations are often complex and require a lot of communication between the customers, correspondent banks and the banks' internal back office departments. Today all kinds of investigations require manual intervention, which prevents improvements to operational process efficiency and customer service. A major portion of investigations could be processed in a more automated manner without user intervention if common processing and communication standards accepted by the community are available.

Here Case Management shows its strength: A central case management process monitored by Swift Case Management, together with structured communication messages such as camt.110 and camt.111, provides an optimal base for increased process efficiency. Investigations can be routed from requestor and responder to solver without manual attention and data quality is dramatically improved based on structured information.

Clients' incidents can be resolved faster with much better data quality.

“ Swift Case management is an excellent example of efficiency and data monetization cases for ISO 20022. This is incorporated in our case management system and creates added value for our clients.”

**Dr. Roland Nehl**  
Program Manager, Commerzbank AG

Commerzbank has already streamlined its investigation processing with valantic FSA's FinCase application by using the new standards.

## What are the challenges

Processing an investigation under Case Management guidance may require major changes but will bring a lot of benefits:

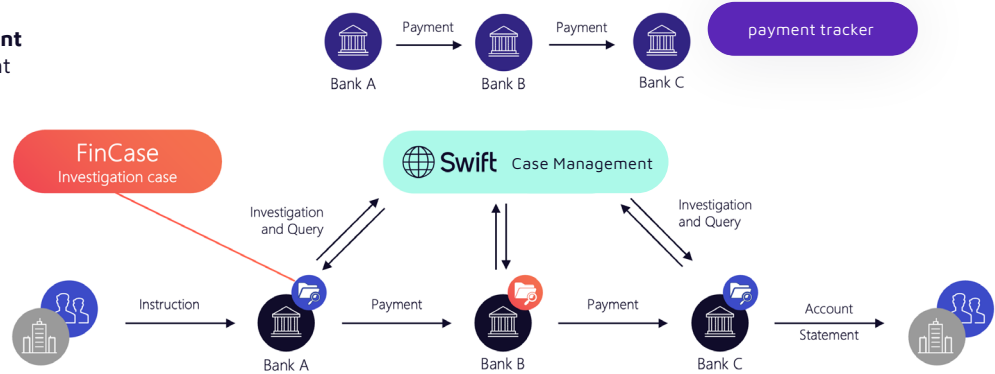
### Challenges

- ✓ Each client query request must be assigned to a Case Management investigation workflow
- ✓ Investigation operators must provide structured data in all communication, ideally supported by automated upload from underlying transaction and client data

### Benefits

- ✓ Clear and unambiguous communication between all relevant parties involved
- ✓ Entire payment lifecycle of a payment is available in Swift as Payment Tracker data will be evaluated by the Swift Case Management
- ✓ Simple and standard investigation queries can be resolved automatically by the Swift Case Manager without the need to involve other parties
- ✓ Investigations will directly be routed to the relevant agent based on payment tracker data
- ✓ Much less user intervention required than with today's "free text"-based communication

The **Swift Case Management** provides ISO 20022-compliant schemes to enhance automation for exceptions and investigations



## FinCase for investigations

valantic FSA's FinCase provides banks with the opportunity to seamlessly process investigations for any payment scheme such as Swift, RTGS, SEPA, and Instant, including Swift Case Management, thereby significantly increasing process efficiency. By integrating the new Swift guidelines into FinCase, valantic FSA continues to demonstrate its commitment to early adoption of innovative processes and providing cutting-edge solutions to its clients. FinCase has fully embedded Case Management functionality with already existing case management functions for case management, message management, case enrichment and case documentation.

## Increased straight-through-processing

Commerzbank, which has been using FinCase for centralized investigation case management for several years, will soon be able to process investigations according to the newly defined processes together with other investigation

schemes such as RTGS, SEPA and Instant. This collaboration aims to improve process quality and provides the regulatory readiness. Commerzbank expects a significant increase in quality of investigation processing for the benefit of its clients.

“ The Swift Case Management Service paves the road for future-driven investigation management. valantic FSA has always been an early mover in adopting innovative processes and has therefore fully embedded the new Swift guidelines into its FinCase solution. We are proud to work closely together with our client Commerzbank.

**Philipp Königs**

Managing Director Transaction Automation,  
valantic FSA

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