



SDX digitizes complex workflows with Flowable



The future of the stock market is here. SIX Digital Exchange (SDX) aims to be the world's first regulated financial market infrastructure to enable the trading, settlement and custody of digital assets. The company digitizes complex processes such as customer onboarding with software from Flowable.

SIX Digital Exchange (SDX) is a division of Swiss exchange operator SIX. It is currently developing the world's first regulated financial market infrastructure for digital assets, providing a secure environment for the issuance, custody and trading of digital assets. The custody system is based on distributed ledger technology (DLT), which is closely integrated with the exchange system. SDX has already launched a prototype in September 2019, with the full market launch planned for the end of 2020.

In addition to the new trading platform, SDX plans to digitize a large number of processes related to the automation of internal back-office procedures. These include the onboarding of new financial companies and the orchestration of support requests from customers. Numerous workflows and cases have to be brought together, for example, whether regulatory requirements have been met or the necessary documents are available.

Highest requirements for digitizing and automating processes

Since all processes should be as digital and automated as possible, SDX was looking for a suitable solution for process digitization. The requirements were high: the software had to support both structured and unstructured processes, be high-performance and able to be seamlessly integrated into the existing infrastructure. In addition, SDX wanted to support multi-channel interactions so that in the future, interaction with customers would not only take place via digital forms, but would also be supported by chat and bots. As a future-oriented company, the digital stock exchange also wants to offer modern communication channels to its customers.



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Paul Burd, Chief Operating Officer (COO) at SDX

Adaptive case management makes the difference

One of the great advantages of working with Flowable is its optimal support for adaptive case management. This allows SDX to digitize not only structured but also demanding, agile processes. While within a support request it is usually clearly defined which steps are performed one after the other, the processes in other areas are less pre-defined and require more flexibility. Flowable's case management makes it possible to digitally map such processes and to optimize them if necessary.

Audit-proof multi-channel interaction

Another important feature is integrated multi-channel interaction. Thanks to Flowable Engage, customers can communicate with SDX via chat and interact with processes. Flowable Engage interacts with the underlying Flowable Work Engine. As required in the banking environment, the communication is logged in an audit-proof manner. SDX receives a consolidated overview of all interaction across all channels.

Paul Burd, COO at SDX, summarizes: *"Flowable is the ideal business and case management solution for us. The software enables us to create new digital processes and applications very quickly. This enables us to expand our service offering in an agile manner according to our needs."*

Conclusion

Sven Roth is impressed with the cooperation: *"The project teams are doing an excellent job. The speed with which Flowable's team understood the business context and implemented the new processes is impressive."*



Especially in the area of integrating chat components into the dossier context, Flowable was able to score against other providers. In addition, we received excellent support from the Flowable team in all phases of the implementation. Even when we needed advice at short notice, someone was always there for us, so that we could push the implementation very quickly.

Sven Roth, while Chief Digital Officer (CDO) at SDX