



SYNERGY



## Emporiki Bank - Long Term Reliance on Synergy



Emporiki Bank was established in 1907, has been listed on the ATHEX since 1909 and today is one of the largest commercial Greek banks.

Emporiki Bank operates 370 branches in Greece and is developing its activities in Cyprus, Romania, Bulgaria and Albania through subsidiary banks (April 2009: 93 subsidiaries' branches in total) and in London and Frankfurt through branches.

Emporiki Bank (UK) has been using Synergy's SWIFTNet support service since 2003.

In 2006, Emporiki migrated their SWIFTNet connectivity to Synergy's hosted solution with the intention of saving money and improving resilience.

Commenting on Synergy's performance over the last 6 years, IT / Operations Officer Louie Koutsoftas said: "Synergy's performance has been very good. When we migrated to their hosted connectivity solution, we were promised a cost saving. In practice the savings have been substantial with a reduction in internal IT support staffing levels being achieved."

Mr Koutsoftas went on to add: "Whenever I speak to the Synergy team, their response is always of the highest quality. All I ask is that Synergy carry on with the current level of support."

### Benefits for Emporiki Bank (UK)

- Significant cost savings on IT and SWIFT specific personnel
- Reduce complexity of in-house SWIFTNet environment
- Excellent return on investment with a host of operational advantages by using Synergy's SAG



*Ready Services*

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