

Tieto and Bontouch become new strategic partners for developing and managing Swish

Getswish, the company behind real-time payment solution Swish, is partnering with Tieto and Bontouch to take the next step in the development of mobile payments. The aim is to make the payment experience even easier and to develop new functions to benefit the companies, organisations and about six million Swedish consumers who use Swish. The new deal runs over three years with an option for an additional two years.

Getswish is a company owned by Swedish banks that launched Swish in 2012 for payments between private individuals. Since then it has also developed payment functions for companies, organisations and e-retailers. After an extensive procurement process, the company has now chosen Tieto and Bontouch as long-term strategic partners for the continued development of Swish.

The agreement with Tieto includes operation, management and new development of functions, as well as service desk. Tieto will also be responsible for the overall integration of all related IT services within the ecosystem of partners (Service Integration and Management - SIAM) and will be working closely with Bontouch. The agreement between Getswish and Bontouch includes innovation of new services and user experiences, user studies and further development and management of the app and other web interfaces for Swish.

“Swish is developing rapidly, and our customers' have high demands when it comes to security, availability and stability. We will now be able to answer to those needs on a new level together with Tieto and Bontouch. We will also be able to build a new business model that supports a modern and innovative way of working”, says Anna-Lena Wretman CEO at Getswish.

Tieto has extensive experience of working within financial ecosystems and with payment solutions on the Nordic market. The company is also working with the Finnish company Automatia and has been a driving force in the development and launch of the new mobile payment service Siirto, the equivalent of Swish in Finland.

“This is a dream partnership that we worked very hard to secure, and a big step toward our ambition of being the frontrunner in real-time payments in the Nordics. Swish has quickly become part of everyday life for many Swedes, which has opened up new possibilities for companies and organisations. Together with our ecosystem of partners, we look forward to driving the development of the country's leading mobile payment service, says Christian Segersven, Head of Financial Services, Tieto.

Bontouch is a digital innovation partner focusing on strategy, production and management of mobile consumer products. Bontouch is working with transaction-heavy services with millions of users both in Sweden and internationally, often within the financial sector – such as SEB and Eurocard.

“Of course we are incredibly proud that Getswish has chosen us as strategic partner,” says Martin Forsling, CEO, Bontouch. “One of the stated goals for Getswish is to increase innovation speed while maintaining the high level of customer satisfaction, and we will help achieve that. We love the simplicity of Swish and its fantastic potential for development.”

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About Getswish

Swish is a mobile payment service offering simple, fast and secure payments. The service was launched for private individuals in December 2012 and has since evolved to also include companies, associations and organisations. Swish now has about 6 million users who make about 25 million payments per month.

Getswish AB is owned by Danske Bank, Handelsbanken, Länsförsäkringar, Nordea, SEB as well as Swedbank and Sparbankerna. Another four banks have also connected to Swish. Each bank is responsible for developing its own offers, terms and possible fees for its customers. www.getswish.se

About Tieto

Tieto aims to capture the significant opportunities of the data-driven world and turn them into lifelong value for people, business and society. We aim to be our customers' first choice for business renewal. In addition to our expertise in software and professional services, we also take strong advantage of ecosystem and innovation possibilities. www.tieto.com

About Bontouch

Bontouch is an award-winning product innovation agency that partners with brands such as Post-it® and Coca-Cola to create world-class digital experiences for their consumers. With 80 designers and engineers on staff, Bontouch serves clients in North America, Europe and China from three studios in Stockholm, New York and London. Today, the products that Bontouch helps create are used by more than 50 million people in 196 countries. www.bontouch.com