ToolGPA

NOVEMBER 2026

Symphony

The Insider's Guide

Secure messaging and voice for financial markets firms



Every plan, grade, refund rule and rival among team communication apps, read from Symphony's own pages.

Made by Symphony · checked Nov 13, 2026 · toolgpa.com

2.2

GPA



Contents

01 Welcome
What it is, who it suits, its grades and the ten things to know first

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

03 What it does
Its main features, where it runs, what it works with and who makes it

04 Where it stands
Its grades against its category, and whether to keep it or make your own

05 The alternatives
The tools it is most often weighed against, side by side

06 Quick answers
The questions people ask about it, each answered in a line or two

07 About ToolGPA
Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from Symphony's own pages, its app-store listings and our grades. Every fact in it is on Symphony's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

2.2

GPA, above 9 of the 75 other team communication apps we grade

Symphony is a communication platform for financial services firms. Its messaging product covers internal and cross-firm chat, with Federation for messaging clients on apps such as WhatsApp, SMS, WeChat and LINE. Symphony also sells voice, directory and analytics platforms. It is sold to institutions, not to individuals.

To get you started, here are **7 things to know about Symphony**, taken from its own pages and our grades.

> **Accounts are provisioned by a firm or IT team and use a company-specific pod name, so there is set-up before use.**
>
> From our grade for ease of use

1 **Best for secure messaging for regulated firms**

It publishes no prices, and accounts are set up by the customer's firm or its IT team.

2 **It runs on 5 platforms**

Web, Windows, macOS, iOS and Android.

3 Messaging for regulated firms

Secure chat and workflow software with information barriers, auditability and data archiving, aimed at financial services.

4 Federation

Lets staff message clients on WhatsApp, SMS, Microsoft Teams, LINE and WeChat in a compliance-enabled way, using a single virtual number.

5 Embedded mode and Teams interoperability

Messaging can be embedded in other applications, and Symphony Messaging can be connected to Microsoft Teams.

6 A 2.2 GPA, above 9 of 75

That is against the other team communication apps we grade, on value, the free plan, features, ease of use and platforms.

7 Keep it

To replace Symphony you would be making chat that a whole team counts on staying up. That is not a weekend's work, with an AI app builder or without one.

Symphony at a glance

PRICING Paid	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web, macOS, Windows, iOS, Android
MADE BY Symphony, since 2014	CATEGORY Team Communication
OUR GRADE 2.2 GPA, fair	

The report card

Best for secure messaging for regulated firms

Symphony is a messaging platform for regulated firms, with federation between companies, Teams interoperability, voice, a directory and developer APIs. It publishes no prices, and accounts are set up by the customer's firm or its IT team.

TOOLGPA REPORT CARD — **Symphony** — Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	C	No price is published, so it sits at the middle by default; the site directs buyers to a demo.
Free plan and trial	F	No free plan or trial; the site offers a demo request.
Features	B	Messaging, federation between firms, Teams interoperability, voice, directory, analytics and APIs. The listing shows no gap in the core job.
Ease of use	C	Accounts are provisioned by a firm or IT team and use a company-specific pod name, so there is set-up before use. No store rating on record.
Platforms and integrations	A	Web, Windows, Mac, iPhone and Android, with developer APIs and links to Microsoft Teams, WhatsApp, WeChat and LINE.

Grade point average — Fair, out of 4.0 **2.2**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who Symphony is for

- ✓ Fits if you work at a regulated financial firm that needs compliant chat
- ✓ Makes sense if you need to message other firms through federation

Who it is not for

- ✗ Not for you if you want to see a price, as none is published
- ✗ Skip it if you want to sign up yourself, as logins are set up by the firm or its IT team
- ✗ Not for you if you want a free plan or trial
- ✗ Watch out: Federation Virtual Numbers come from Umony, a separate company

Good to know

Good for

- ✓ Banks, asset managers and brokers needing compliant chat
- ✓ Firms that must reach clients on WhatsApp or WeChat with records kept

Worth knowing

- ⓘ No prices are published on the site; buyers are directed to request a demo or contact the company.
- ⓘ Pricing is unverified here, and Federation Virtual Numbers are provided by Umony, a separate company.
- ⓘ Logins use a company-specific pod name, so accounts are set up by the customer's firm or its IT team.

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

Symphony's current pricing could not be confirmed from its own site.

> **No price is published, so it sits at the middle by default; the site directs buyers to a demo.**
>
> From our grade for value for money

We could not confirm Symphony's current prices from its own site, so this guide lists no plans. symphony.com has them.

PART 03 · FEATURES

What it does

Its main features, where it runs, what it works with and who makes it

5

Places it runs: Web, macOS, Windows, iOS and Android

Secure messaging and voice for financial markets firms. Here is what it does, as its own site describes it, and what it covers: end-to-end encrypted, public API, workflow automation, team chat, whatsApp messaging.

> **Messaging, federation between firms, Teams interoperability, voice, directory, analytics and APIs.**
>
> From our grade for features

Messaging for regulated firms

Secure chat and workflow software with information barriers, auditability and data archiving, aimed at financial services.

Federation

Lets staff message clients on WhatsApp, SMS, Microsoft Teams, LINE and WeChat in a compliance-enabled way, using a single virtual number.

Embedded mode and Teams interoperability

Messaging can be embedded in other applications, and Symphony Messaging can be connected to Microsoft Teams.

Voice, directory and analytics

Cloud9 trader voice, an Enhanced Directory of market counterparties and an analytics platform sit beside messaging.

Developer APIs

The site links API documentation and training from its developer relations team.

Where it runs

Web · macOS · Windows · iOS · Android

What it works with

Microsoft Teams · WhatsApp · WeChat · LINE

Symphony is made by Symphony, and has been around since 2014.

Where it stands

Its grades against its category, and whether to keep it or make your own

9/75

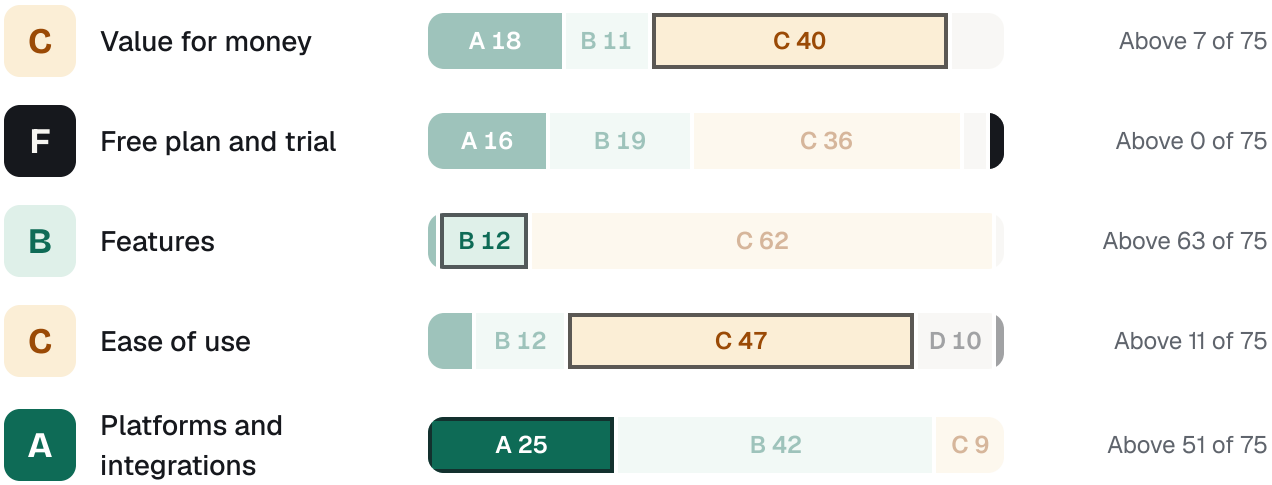
Other team communication apps it is graded above

Symphony's GPA of 2.2 is higher than 9 of the 75 other team communication apps we grade, and level with 19.

It stands best on platforms and integrations (A, above 51 of 75) and worst on free plan and trial (F, above 0).

Each grade against the category

Every bar is all 76 team communication apps we grade, cut by the letter each got. Symphony's own letter is outlined.



Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace Symphony you would be making chat that a whole team counts on staying up. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 47 of the 75 other team communication apps grade higher.

What you could not

- ✕ Chat that a whole team counts on staying up.
- ✕ The WhatsApp Business API, which Meta opens only through approved partners.
- ✕ Connections to other products, each kept working as those products change.
- ✕ Apps for macOS, Windows, iOS and Android that stay in step with each other.
- ✕ End-to-end encryption done properly.
- ✕ The depth: we grade its features B, which means it covers the whole job.

What this rests on. Symphony's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Slack, Microsoft Teams, Mattermost, Wire and Webex

The 5 tools Symphony is most often weighed against, with where each one differs from it.

2.8 GPA

Slack

Free plan · from $7.25/mo

Channel-based team messaging with huddles, workflows and AI.

- Slack has a free plan. Symphony does not.
- Only Slack lists a Linux app.
- Symphony is end-to-end encrypted, according to its own site.

Symphony and Slack compared in full

3.0 GPA

Microsoft Teams

Free plan · from $4.00/mo

Chat, video meetings and calling tied into Microsoft 365.

- Microsoft Teams has a free plan. Symphony does not.
- Symphony is end-to-end encrypted, according to its own site.
- Symphony also covers workflow automation and whatsApp messaging.

Symphony and Microsoft Teams compared in full



2.4
GPA

Mattermost

Free plan

Self-hosted team messaging with playbooks, calls and boards.

- Mattermost has a free plan. Symphony does not.
- Only Mattermost lists a Linux app.
- Symphony is end-to-end encrypted, according to its own site.

Symphony and Mattermost compared in full



2.0
GPA

Wire

Free plan · from €7.45/mo

End-to-end encrypted messaging and calls for organizations.

- Wire has a free plan. Symphony does not.
- Only Wire lists a Linux app.
- Wire is open source and self-hostable, according to its own site.

Symphony and Wire compared in full



2.8
GPA

Webex

Free plan · from $12/mo

Cisco's app for video meetings, messaging and calling.

- Webex has a free plan. Symphony does not.
- Only Webex lists a Linux app.
- Symphony is end-to-end encrypted, according to its own site.

Symphony and Webex compared in full

Quick answers

The questions people ask about it, each answered in a line or two

11

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is Symphony free?

No. Symphony is a paid product.

What platforms does Symphony work on?

Symphony is available on Web, Windows, macOS, iOS and Android.

Does Symphony have a Linux app?

No Linux app was listed when its pages were read on Nov 13, 2026. Symphony is listed for Web, Windows, macOS, iOS and Android.

Is Symphony open source?

Symphony is not described as open source on its own site, as read on Nov 13, 2026.

Is Symphony end-to-end encrypted?

Symphony describes itself as end-to-end encrypted on its own site. Nobody here has audited that.

Does Symphony have an API?

Yes. Symphony offers a public API, according to its own site.

What does Symphony integrate with?

Symphony's listing names Microsoft Teams, WhatsApp, WeChat and LINE. A listing names up to eight integrations, so it may connect to more.

Who makes Symphony?

Symphony is made by a company of the same name. It dates from 2014.

What are the alternatives to Symphony?

The closest alternatives to Symphony in our directory are Slack, Microsoft Teams, Mattermost, Wire and Webex.

How does Symphony compare with other team communication apps?

Symphony's GPA of 2.2 is higher than 9 of the 75 other team communication apps we grade, and level with 19.

Could I make my own version of Symphony?

To replace Symphony you would be making chat that a whole team counts on staying up.

Where this guide comes from

The prices, plans, platforms and features were read from Symphony's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from Symphony's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by Symphony. Prices change, so check symphony.com before you buy.

symphony.com
symphony.com/company/about/
symphony.com/support/downloads/

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at **toolgpa.com**.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

Symphony, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/symphony

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

```
ToolGPA, "Symphony: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/symphony
```

Know someone choosing between team communication apps?

Send them this guide:
toolgpa.com/tools/symphony/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded team communication apps after Symphony, each with an Insider's Guide of its own.

Team Communication Insider's Guide

Every one of the 76 team communication apps we grade, compared

Discord Insider's Guide

Free text, voice and video chat built around servers

3.6 GPA

Pumble Insider's Guide

Team chat with unlimited message history on the free plan

3.6 GPA

Zoho Cliq Insider's Guide

Team chat, calls and meetings from the Zoho suite

3.4 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what Symphony's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Symphony is a trademark of its owner, and this guide is not made, paid for or approved by Symphony. Prices and plans change: check symphony.com before you buy.