

SWIFT Services

**Your
challenges**

Regulation

Efficiency

Performance

**New
initiatives**

SWIFT offer

Advise

Train

Implement

Benchmark



Operate

Support

Benefits

**Reduced
costs**

**Reduced
risk**

**Enable
growth**

**Enable
compliance**



SWIFT Services Portfolio

Helping you to focus on your core business

Support

- Award winning
- Multi-channel
- 24x7
- Peace of Mind

Training

- Multi-channel
- Multi-lingual
- Industry and SWIFT topics
- Certified instructors
- Private and public

Managed Operations

- Reduced cost and risk
- Focus on core business
- Guarantee of best practice environment
- Peace of mind through proactive risk mitigation

Consulting

- Best-practices and market knowledge
- Focused assignments
- Strategic & tactical advice
- Assistance with design, implementation and go-live



SWIFT Services

End-to-end project management



Consulting

- Adopt best practices
- Benchmarking
- Reduce time to market
- Reduce TCO
- Access to expertise

- Reduce operating cost
- Adopt best practices
- Proactive risk mitigation

Operations

Training

- Adopt best practices
- Increase automation and STP
- Increase efficiency
- Build up in-house knowledge and expertise
- Reduce TCO

- Post-project support
- Access to self-support tools and engineers
- Proactive monitoring and problem avoidance
- 24x7 availability

Support



SWIFT Consulting Services Portfolio

Common challenges, unique solutions

End-to-End Project Management

Business & Operations

Business Intelligence

Standards Consulting

Operations Consulting

Technical

Solution Design

Operational Excellence

Cost of Ownership

Implementation

Integration Services

Installation Services

Care services



Consulting Services

A unique offering tailored around our core competences

End to End Project Management

Industry and Initiatives

Security

T2S

Business
Continuity

Business Operations

Business
Intelligence

Standards
Consulting

Operations
Consulting

Technical

Solution
Design

Operational
Excellence

Cost of
Ownership

Implementation

Care
Services

Integration
Services

Installation
Services

Strategic

Innovation

TCO

Sanctions

M&A

My
Standards

Testing



SWIFT Training

SWIFT Training

+1.000

sessions per year

+250
users certified

15 languages

+20.000

participants trained per year

4 learning channels

8.6/10
customer satisfaction

+50 courses



What's new?

Introduction to
Financial Sanctions

Web class

SWIFT in 90 minutes

ISO 20022 in 90 minutes

T2S in 90 minutes

Off-shore RMB guidelines

**ISO 20022
for T2S**

Introduction
to **SWIFT** in
the **payments
market**

**Deploying
Alliance Access**

**Optimise your
Release 7.0** environment

Alliance – disaster recovery

Release 7.0 troubleshooting boot camp

SWIFT audit guidelines

Optimising your Alliance resilience



+130 countries worldwide



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SWIFT Support Services

Reducing operational cost and risk

**Business Continuity
Rehearsals**

Multi-channel

Knowledge Base

E-mail

Online Case Manager

Phone

Remote

Emergency on-site

Chat (to come)

Infrastructure

Health-check

24/7

Support Centres

Americas

EMEA

Asia Pacific

Troubleshooting

course

**Monitoring /
alerting**

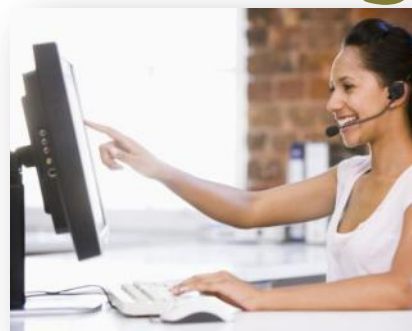
Operational status

Connectivity

Online monitoring tool

Messaging

Incident SMS notification



**Named Contact
& Service Manager**



Managed Operations

SWIFT operational Excellence at your premises



Alliance Managed Operations

What

- To manage and operate, on behalf of the customer, the SWIFT Alliance interface applications (AA, AG, SNL, HSM...) located at customer premises

Why

- Growing pressure on FI's to reduce cost and to focus on core activities
- Lower operational risk – peace of mind
- Reinforce value of existing on-premises SWIFT investment

Benefits

- Enjoy the flexibility of having your own infrastructure
- Data control and privacy
- Tailored service delivery with clear roles and responsibilities
- Predictable cost and scalable resources
- Change management and best practices implementation by our experts
- Worry-free operations through proactive risk mitigation

