

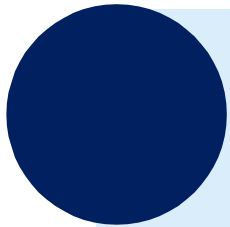


SWIFTSmart: a training solution for everyone

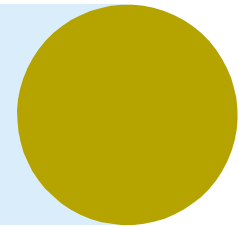
Benoit Pirotte
SWIFTSmart Programme Manager

October 2016

Welcome to



SWIFT**Smart**



[Launch SWIFTSmart promo video](#)

1984
Training begins

1986
Training office
NY

1988
Training office
HK

1999
First course
MT 103

2002
First virtual
webclass

2011
Qualification

2014
New training
portal

2008
Launch
eTraining

2005
First course
ISO 20022



A changing world and workforce influence delivery of training

New working practices

New technologies

Flexible working patterns

Multi generation teams

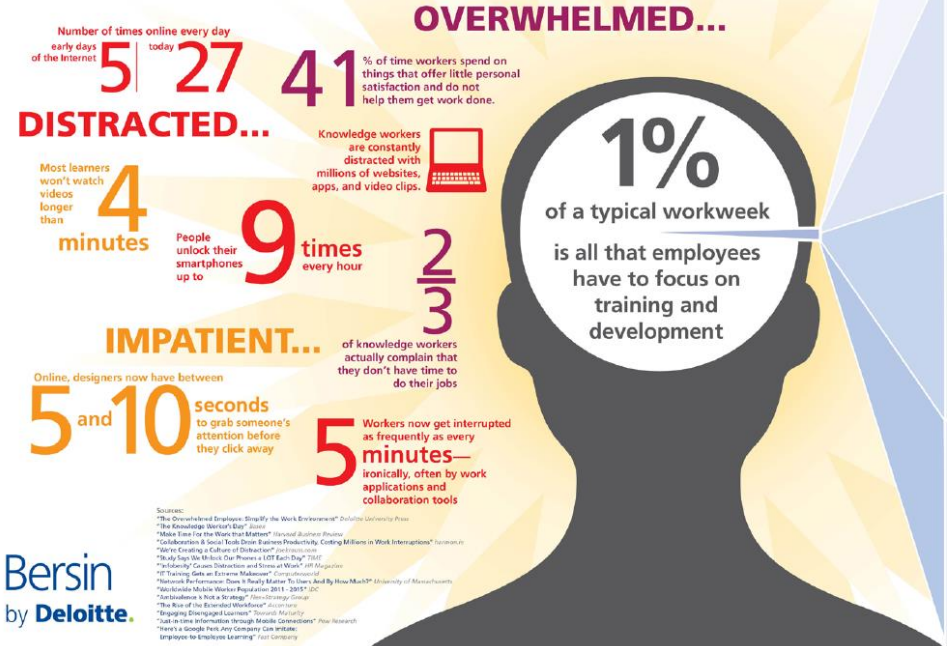
Spread geographical teams

Reduced training budgets

MEET THE MODERN LEARNER

As training moves to more digital formats, it's colliding with new realities in learners' jobs, behaviors, habits, and preferences.

Today's employees are overwhelmed, distracted, and impatient. Flexibility in where and how they learn is increasingly important. They want to learn from their peers and managers as much as from experts. And they're taking more control over their *own* development.



Source: Prediction 2016, A Bold New World of Talent, Learning, Leadership, and HR Technology Ahead - Bersin by Deloitte



A need for a different response

70/20/10

Learning rule

88 %

Learn more by finding info themselves

200+

Countries and territories

Top trends

- Mobile learning
- Gamification
- Personalisation
- Cloud
- Dynamic multi media content
- Social learning
- Analytics



SWIFT embrace Training evolution trends

From Instructor based training to self-paced learning



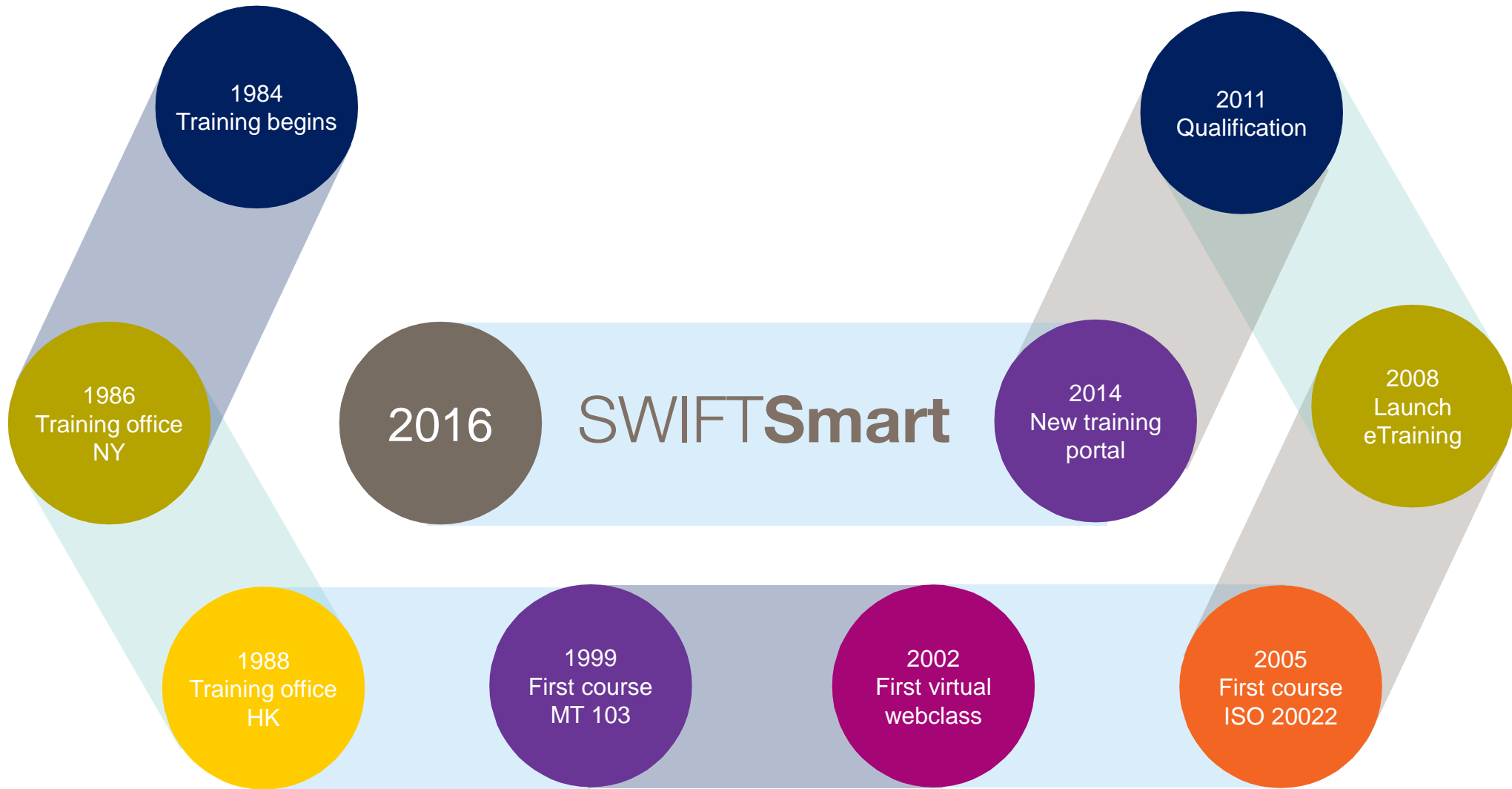
New customer expectations

- Time & accessibility
- Content
- Price

Strategic requirements

- Reduce operational risks
- Improved operational efficiency
- Reduce onboarding time
- Time to market





What is SWIFTSmart

Cornerstone of our new blended learning strategy

Interactive, cloud based solution

Learning Management system

Available through SWIFT.com

Online/offline

Automatic subscription

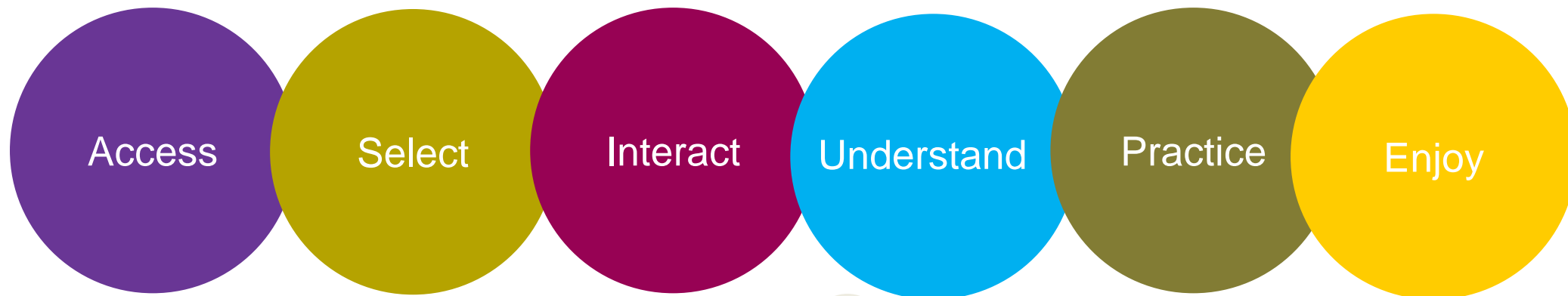
Unlimited user access





SWIFTSmart , a training solution
for everyone, everywhere

Main features



..and multiple benefits for your institution

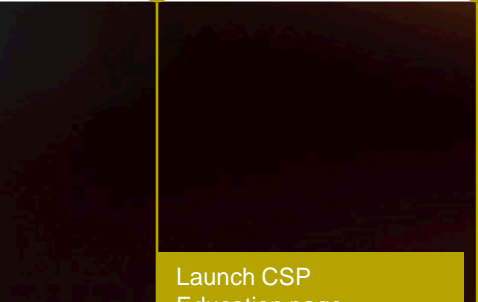


Roll out started

Q3			
AUG		SEP	

Launch SWIFTInstitute Education page
Free

https://www.swiftinstitute.org/education/

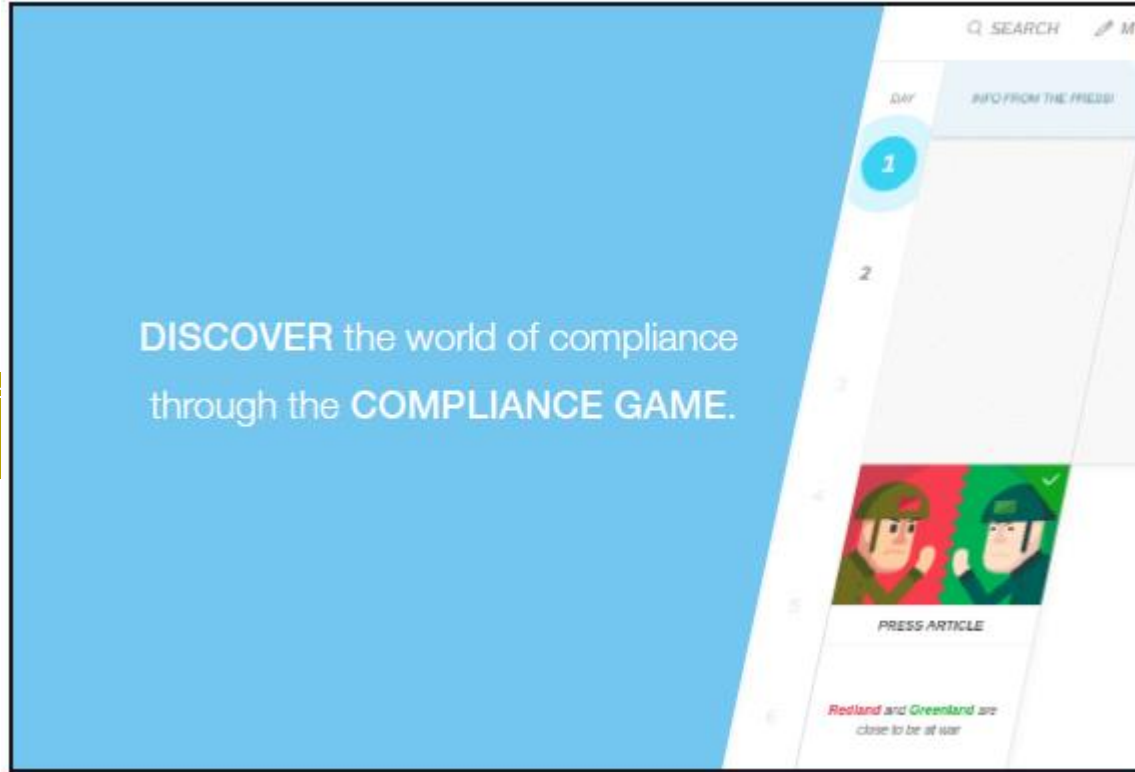


Launch CSP Education page
Free

Demo eGame The World of Compliance

Customer Security Programme (CSP)

Explore the various security-related modules from SWIFTSmart. From BMA to Access to SWIFT and SWIFT equipment security and in line with best practice



interfaces they use.



Content available as of Mid November

eLearning by categories

- About SWIFT
- Customer Security Programme
- Messages in the Payment Industry
- Messages in the Securities Industry
- Messages in the Trade Industry
- Products and Services Information
- Deploying and Managing SWIFT Software Solutions
- Working with Messages in Alliance Access
- Messaging Services and Standards

Curricula in the Academy

- Getting started with SWIFTSmart
- New to SWIFT (SWIFT Basics)
- Working with messages
 - With payments messages
 - With securities messages
 - With trade finance messages
 - With messages in Alliance Access
- Securing your operations
 - Security officers tasks
 - RMA operators tasks
- Alliance Access System administration

For each learning track there are three levels: associate, professional and expert, each associated with a badge.

eLearning languages

- French
- German
- Italian
- Portuguese
- Russian
- *& others to follow (Chinese, Japanese, Spanish)*



SWIFTSmart, an opportunity for new content as well !

– **NEW:** Introduction to business areas

- Planning your migration to SWIFTNet 7.2
- Deploying SWIFTNet 7.2
- Security Coursus
- Referencing across the securities settlement cycle

– **NEW:** Introduction to compliance and shared services

- Compliance game
- Intro to Sanctions
- Intro to KYC
- Intro to SWIFTRef
- Intro to BI

– **+** Inclusion of how-to videos



SWIFTSmart impact on Customer business

P&L / TCO

Lower Total Cost of Ownership

Classroom

Average price for 1 day course (incl. Travel) for 1 single user: 1,000€ each time.

Digital Learning

The bank has now unlimited access to all content for an unlimited number of users for 500€/year!

Operational efficiency

Faster on-boarding of newcomers

Classroom

Average time to follow all needed courses is ~12 months

Digital Learning

Average time to follow all needed courses is ~3 months!
(reduced by 75%, sometimes more)

Learning experience and efficiency

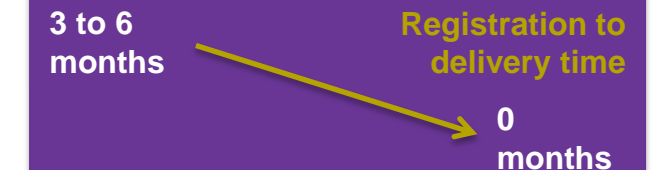
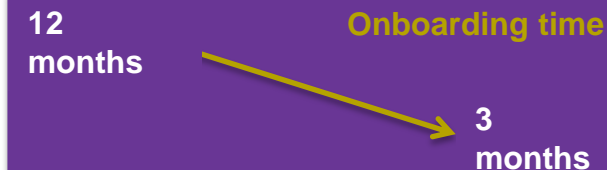
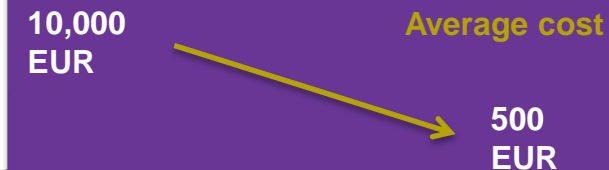
Improved accessibility

Classroom

Only when scheduled & it was needed to travel

Digital Learning

Anytime, anywhere.



Experiment

Learn

Enjoy!



Live Demo



Sign in with your swift.com credentials

[Setup a Login-seal to protect yourself against phishing attacks](#)

Email address

Password

[Forgot password?](#)

Your swift.com password

Sign in

Don't have an account?

['How do I become a swift.com user' video](#)

[Registration User Guide](#)

[swift.com security guidelines](#)

Create account

2-Step Verification

Enter the verification code sent to your mobile phone:

Verify Code

Trust my device. We won't ask you for a code again in the next **30 days** on this device.

[Click here to resend your code](#)

If you are blocked from using all of your 2 step verification channels:

[Reset 2-Step Verification \(requires approval\)](#)



Q&A





www.swift.com