



Partners

SWIFTRReady Services Programme Overview

The SWIFTRReady Services Programme Overview presents the framework for the working relationship between SWIFTRReady service providers and SWIFT. This information includes a description of service partnership benefits and obligations, the criteria for certification, and the services that service providers offer and deliver. The document is for all current and prospective SWIFTRReady service providers.

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Table of Contents

Preface	4
1 Partner Programme	6
1.1 SWIFT Partner Categories	6
1.2 Role of SWIFTReady Service Providers	7
2 Scope of the SWIFTReady Services Programme	8
2.1 Implementation of SWIFT Software	8
2.2 Implementation of Alliance Connect	8
2.3 Upgrades of SWIFT Software Products and Connectivity	9
2.4 Assistance with Migrations	9
2.5 Integration of Solutions	9
3 Certification of Service Providers	11
3.1 Scope of Certification	11
3.2 Benefits of Certification	11
3.3 Obligations Related to Certification	13
3.4 Certification Cost	14
3.5 Criteria for Initial Certification	16
3.6 Criteria for Re-certification	17
4 Certification of Experts	19
4.1 Types of SWIFT-Certified Experts	19
4.2 Terms and Conditions	19
4.3 Initial Certification	19
4.4 Ongoing Certification	21
4.5 Certificate Management	22
4.6 SWIFT Certification Tracks	22
4.7 Industry Platform Certification	24
4.8 Prometric Theoretical Test Process	25
4.9 Practical Certification	27
4.10 On-site Practical Certification	28
5 SWIFTNet Infrastructure	30
5.1 Alliance Access Certification Track	30
5.2 Alliance Gateway Certification Track	35
5.3 Alliance Connect Certification Track	40
6 Integration	42
6.1 Solutions Integration Certification Track	42
6.2 Alliance Integrator Certification Track	44
7 Solutions	45
7.1 SWIFT for Corporates Certification Track	45

7.2	Cash Reporting Certification Track	47
7.3	Exceptions and Investigations Certification Track	48
7.4	Bulk Payments for SEPA Certification Track	50
7.5	Funds Certification Track	50
7.6	Trade Services Utility Certification Track	52
7.7	TARGET2 Certification Track	54
8	Performance Management	56
8.1	Customer Satisfaction Surveys	56
8.2	Monthly Activity Report	57
9	Support	60
10	Training and Workshops	61
10.1	SWIFT Training	61
10.2	Workshops	61
Appendix A	62
A.1	SWIFTNet Infrastructure Exam Overview Tables	62
A.2	Solutions Exam Overview Tables	64
Appendix B	66
B.1	Monthly Activity Report	66
B.2	SWIFTReady Services Certificate	66
B.3	Expertise Certificate	67
B.4	SWIFT Contacts	67
B.5	SWIFTReady Label	68
Legal Notices	69

Preface

Purpose of the document

The SWIFTReady Services Programme Overview presents the framework for the working relationship between SWIFTReady service providers and SWIFT. This information includes a description of service partnership benefits and obligations, the criteria for certification, and the services that service providers offer and deliver.

Audience

This document is for the following audience:

- SWIFT registered vendors
- companies interested in becoming a SWIFTReady service provider

Significant changes

The following tables list all significant changes to the content of the *SWIFTReady Services Programme Overview* since the February 2009 edition. These tables do not include editorial changes that SWIFT makes to improve the usability and comprehension of the document.

New information	Location
Addition of Alliance Integrator certification track	6.2, "Alliance Integrator Certification Track" on page 44
Introduction of two new SWIFTReady labels (that is, connectivity and consultancy)	1.1, "SWIFT Partner Categories" on page 6

Updated information	Location
Certification scheme for SWIFTNet connectivity aligned and renamed based on the new Alliance Connect range of products	5.3, "Alliance Connect Certification Track" on page 40
Update of the indicative cost elements for the infrastructure costs	3.4, "Certification Cost" on page 14

Deleted information	Location
Information about practical fees	Deleted from the document.

Related documentation

- *SWIFT Partner Programme - Terms and Conditions*
- *Solutions Implementation Service Overview*
- *Software Implementation Service Overview*
- *Connectivity Implementation Service Overview*
- *Guidelines for use of the SWIFT partner title and logo*
- *SWIFT Glossary*

Further information

Readers can find more information about the SWIFT Partner Programme at www.swift.com > About SWIFT > Partner Corner. For specific questions about the topics described in this guide, contact the Partner Management team at partner.management@swift.com.

1 Partner Programme

Introduction

This section outlines the Partner Programme. In particular, it identifies the market opportunities that the programme represents, the framework for partnership management, and the expectations and responsibilities of SWIFT and its partners.

1.1 SWIFT Partner Categories

Category definitions

SWIFT works with various partners including application vendors, consultants, interface providers, installation experts, local agents for sales and implementation, re-sellers, and network providers.

The Partner Programme comprises the following categories:

- **Regional and global partners**

SWIFT partners have a close working relationship with SWIFT, driven by measured customer value. A Partner relationship entails a commercial agreement, including joint sales and marketing plans.

- *regional partners*: A SWIFT partner that is primarily responsible for the promotion and the remarketing of SWIFT products (for example, Alliance systems or SWIFTNet services) to existing and new customers. A SWIFT regional partner also provides SWIFTRReady services for implementation and required integration works. Some Regional Partners hold SWIFT training courses within their territory, or offer local helpdesk services to customers.
- *global partners*: A SWIFT partner that has a well-established global presence and covers key financial markets worldwide. Strategic joint value proposition development and delivery to key financial market segments form the basis of these partnerships.

- **SWIFTRReady providers**

SWIFTRReady providers follow the SWIFT certification programmes for SWIFTRReady applications, SWIFTRReady services, SWIFTRReady connectivity, and SWIFTRReady consultancy. Other providers offer a SWIFT qualified interface.

- *SWIFTRReady service provider*: A SWIFTRReady service provider can be certified to deliver technical services with SWIFT-Certified Experts. These services include implementations of SWIFT software and connectivity, upgrades of SWIFT software and connectivity, and the integration of Solutions.
- *SWIFTRReady application provider*: As a service to customers, SWIFT runs a programme that qualifies the SWIFT compliance of a provider's third-party financial application. Compliant applications are awarded a SWIFTRReady application label. The providers of such SWIFTRReady applications are called SWIFTRReady application providers.
- *SWIFTRReady consultancy providers*: Consultancy firms and SWIFT develop the SWIFT-for-corporates business jointly.
- *SWIFTRReady connectivity*: Shared infrastructure providers with verified security and reliability. They provide full SWIFTNet enablement and customer support.

- **Registered Vendors**

These companies have registered with Partner Management to receive information and to purchase SWIFT products and software licenses. Registered vendors do have a business relationship with SWIFT, but they have not taken part in a SWIFT certification programme or formalised their relationship yet.

1.2 Role of SWIFTReady Service Providers

Third-party services

SWIFT does not provide implementation or integration services for software and solutions. SWIFTReady service providers that SWIFT has certified to deliver specific services to their customers can provide these services.

Single and qualified point of contact

The SWIFT partner strategy aims to ensure that SWIFT customers obtain local qualified assistance. The strategy also advocates a single point of contact for services that relate to the installation, migration, and use of SWIFT interfaces that require on-site presence. This assistance ranges from technical or business consultancy through to full project management.

For more information about the scope of partner services, see "Scope of the SWIFTReady Services Programme" on page 8.

Certification

To obtain certification from SWIFT, partners must fulfil specific criteria. Certification guarantees that partners are knowledgeable about SWIFT services and products, and can provide a consistent level of service quality.

For more information about partner certification, see "Certification of Service Providers" on page 11.

SWIFT training

For all training requirements that go beyond the implementation, integration, and upgrade of SWIFTNet Infrastructure products and Solutions, partners must refer to SWIFT Training (swift.training@swift.com). Only SWIFT-certified instructors may provide this training.

2 Scope of the SWIFTReady Services Programme

Introduction

SWIFT closely monitors SWIFTReady service providers to ensure that they deliver services that meet the predefined quality levels that SWIFT has established.

SWIFT advises its customers to check the certification scope of local providers on www.swift.com, to ensure that the partner has the correct SWIFT-certified expertise in the relevant area.

2.1 Implementation of SWIFT Software

Implementing SWIFT software

SWIFT partners are certified to implement the following Alliance and SWIFTNet products:

- Alliance Access and Alliance Entry
- Alliance Gateway and Alliance Starter Set
- Alliance Integrator
- Alliance Messenger
- Alliance RMA
- Alliance WebStation
- Alliance Workstation
- SWIFTNet Link

Software Implementation Service Overview

The *Software Implementation Service Overview* provides an overview of the software implementation service. The overview explains the service benefits, the steps that users must follow, and the responsibilities of each party. The overview also details the quality standards that customers can expect from a service provider. Both current and prospective customers that require information about the implementation service must read this document.

2.2 Implementation of Alliance Connect

Implementing Alliance Connect

SWIFTReady service providers offer customers local technical assistance with SWIFT-certified expertise on connectivity to SWIFT. Partners can offer local assistance packages to perform specific co-ordination tasks (for example, be the ordering or network contact for customers). They can also provide overall project management for the implementation of customer connectivity.

Connectivity Implementation Service Overview

The *Connectivity Implementation Service Overview* provides an overview of the connectivity implementation service. It explains the purpose and benefits of using the service, describes the roles and responsibilities of each party, and identifies the quality standards that the customer can expect.

SWIFT recommends that all parties read this document before the implementation of a change to connectivity. This recommendation applies to new connectivity, the upgrade of existing connectivity, or the relocation of existing connectivity.

A customer requires connectivity if they have installed a new configuration, upgraded an existing configuration, or relocated an existing configuration.

A customer can either manage the implementation project alone, or request a SWIFTReady service provider to provide the connectivity implementation service.

2.3 Upgrades of SWIFT Software Products and Connectivity

Description

SWIFTReady service providers, with the assistance of SWIFT-Certified Experts, are well positioned to offer upgrade services and system-care contracts.

2.4 Assistance with Migrations

Description

SWIFTReady service providers work with SWIFT to offer on-site assistance for all migration programmes. These assistance packages range from technical assistance for on-site intervention for one aspect of a migration project, to end-to-end management of the project.

2.5 Integration of Solutions

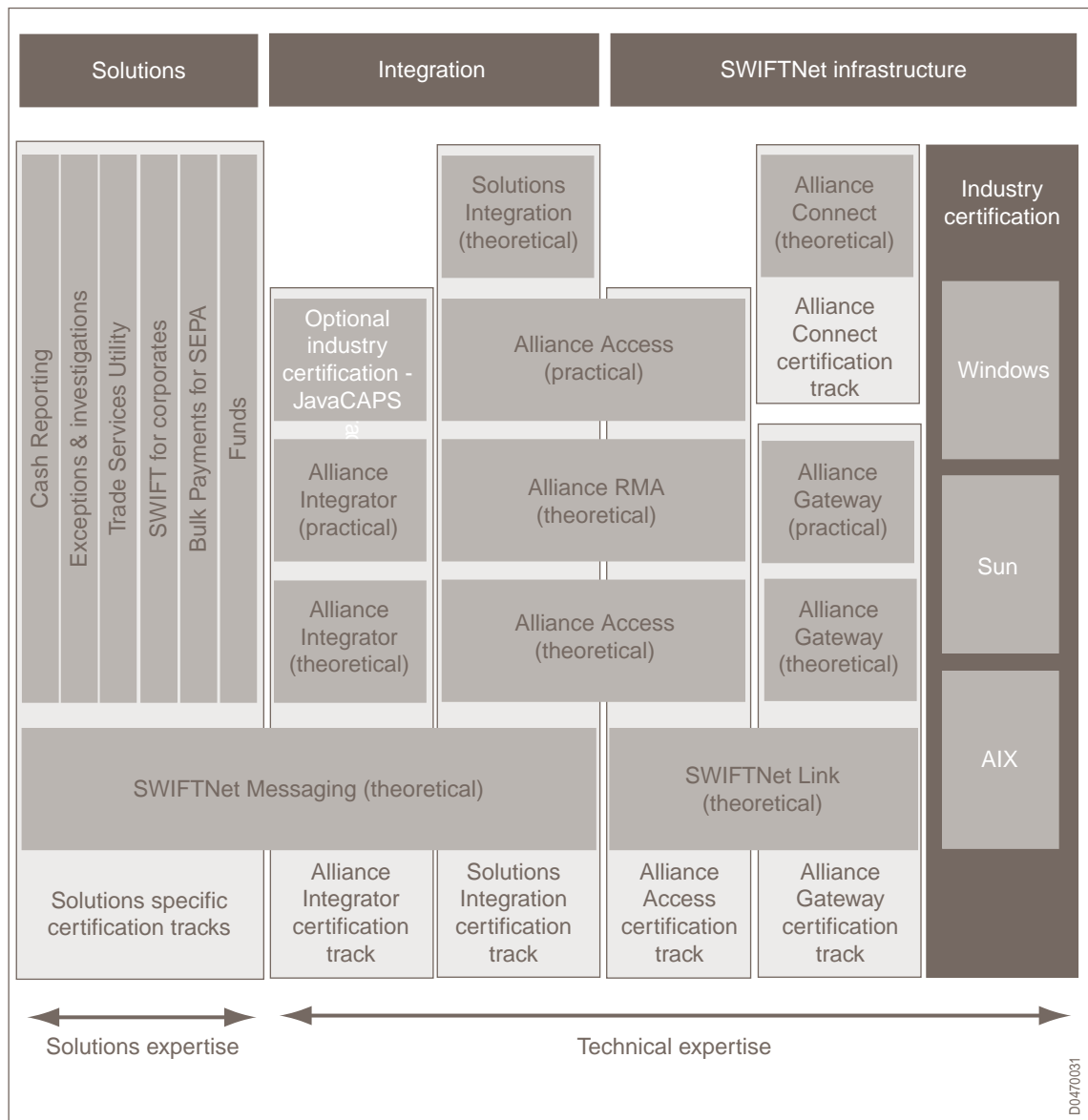
Description

Solutions is an area for which SWIFTReady service providers offer implementation and integration services. These services cover both the business and technical aspects of integration, up to and including end-to-end project management for Solutions implementation.

Implementation and integration of Solutions require very specific expertise and resources. To demonstrate their knowledge of individual Solutions, SWIFTReady service providers must pass a series of examinations. These examinations test their knowledge of the business area related to both each Solution, and generic SWIFTNet services and Messaging. Furthermore, service providers must demonstrate their expertise in the technical configuration of SWIFT interface software related to the Solution implementation.

Alliance Integrator is a new add-on for Alliance Access that helps customers connect their business applications to SWIFT with a minimum effort. Using Alliance Integrator, customers are able to minimise the modifications required in their back-office applications, which reduces the time and cost related to the deployment of business solutions over SWIFTNet. Moreover, Alliance Integrator can reduce the number of interventions required in existing processes, which diminishes the risk associated with SWIFT implementations.

The following graphic shows the complete structure of the SWIFTReady service providers certification:



To be certified for Solutions Integration, a SWIFTReady service provider must certify at least one technical expert and one Solutions expert. The technical expert can be certified on Alliance Integrator or on Solutions Integration.

Solutions

SWIFTNet provides a complete range of end-to-end Solutions that cover every aspect of financial services processing.

For more information about Solutions, see www.swift.com > Solutions > Partner programme > List of SWIFTReady service providers.

3 Certification of Service Providers

Introduction

This section describes the scope of the SWIFTReady services programme certification. It also describes the business opportunities and obligations of prospective SWIFTReady service providers, as well as the cost and the criteria to achieve certification.

3.1 Scope of Certification

SWIFTReady service programme certification

The purpose of SWIFTReady services programme certification is to help SWIFT partners gain recognition within the SWIFT customer community. SWIFTReady service providers offer SWIFT customers local access to defined services that require specific expertise in SWIFT services and products.

Registered vendors that meet the certification criteria defined in "Criteria for Initial Certification" on page 16, become certified SWIFTReady service providers in one or more certification tracks.

Certification domains and tracks

Certification domain	Market segment	Certification tracks
SWIFTNet Infrastructure	SWIFTNet Infrastructure	Alliance Access
		Alliance Gateway
		Alliance Connect
Integration	Integration	Alliance Integrator
		Solutions Integration
Solutions	Payments	Cash Reporting
		Exceptions and Investigations
		Bulk Payments for SEPA
		SWIFTNet for TARGET2
	Trade	Trade Services Utility
	Corporates	SWIFT for Corporates
	Securities	Funds
SWIFTNet for CCI		

3.2 Benefits of Certification

Benefits for SWIFTReady service providers

Certification offers service providers the following benefits:

- The right to use the SWIFTReady service label. SWIFT issues this label specifically for the country in which the partner has established the service delivery centre. The label is valid for

the calendar year of certification. For examples of certificates, see "SWIFTReady Services Certificate" on page 66.

- Inclusion in the list of SWIFTReady service providers on www.swift.com.
- Presentation as a SWIFTReady service provider in all relevant SWIFT presentations to customers.
- Recognition of the provider's ability to perform initial implementations of Alliance and SWIFTNet products. SWIFT recommends the partner for this work.
- Recommendation by SWIFT as a specific point of reference for local assistance for migration projects.
- Receipt of a company certificate per Service Delivery Centre. The certificate describes the full scope of certification of the particular Service Delivery Centre.
- Receipt of expertise certificates that describe all certifications passed by the SWIFT-Certified Expert.
- Access to the swiftcommunity.net for service providers

Business opportunities

Business opportunities for SWIFTReady service providers include software and connectivity implementations and upgrades, migration assistance, and Solutions integration. For more information about the scope of the services, see "Scope of the SWIFTReady Services Programme" on page 8.

Contact opportunities

SWIFTReady service providers have the opportunity to participate in the following events:

- Events that SWIFT organises periodically (for example, regional conferences and SWIFT operations forums). At Sibos, SWIFT grants registration priority to partners and guarantees partners the opportunity to exhibit.
- Selected local user group meetings, if required, and upon invitation.
- Technical information sessions that SWIFT organises to prepare customers for specific projects.
- The annual partner meeting organised in SWIFT Headquarters and in the Asia-Pacific and Americas region.
- Annual SWIFTReady services workshops organised in each region.

Access to technical and support information

SWIFTReady service providers have access to the following technical and support information:

- All technical information that SWIFT circulates to customers and all relevant SWIFT publications that it provides to customers.
- The online knowledge base on www.swift.com > Support > Knowledge base. This includes access to the internal version of the knowledge base.
- SWIFTReady service providers can contact SWIFT Customer Support Centres, after checking the knowledge base and exhausting all online support options.

- A Support registration card for each SWIFT-Certified Expert. This card grants access to Support.
- Access to the SWIFTRReady service providers' private community on www.swiftcommunity.net.

Training

SWIFTRReady service providers are entitled to the following training:

- SWIFT training classroom and on-site courses at 40 percent discount.
- Internal staff training sessions. SWIFT partners can attend free of charge, by invitation. If a limited number of seats are available, then attendance is on a first-come, first-served basis.
- Specific service providers technical workshops and webinars. SWIFT invites service providers to attend these workshops and webinars free of charge.

Note The use of SWIFT course material is strictly reserved to SWIFT.

3.3 Obligations Related to Certification

Certification of experts

To obtain certification, service providers must comply with the following certification-related requirements:

- certification of at least two SWIFT-Certified Experts at each Service Delivery Centre, as detailed in "Criteria for Initial Certification" on page 16
- ongoing re-certification, for at least two SWIFT-Certified Experts, to match the changing nature of these products and SWIFT requirements
- certifications for each additional service, as required

Only a SWIFT-Certified Expert that has the relevant certificate for all the relevant products can deliver on-site interventions.

For more information about certification of experts, see "Certification of Experts" on page 19.

Availability of SWIFTRReady services to SWIFT customers

SWIFT sets recommended service fee levels and expects service providers to quote offers based on these limits and guidelines. SWIFT also expects the provider to deliver the predefined service within four weeks after receipt of the customer's confirmation of readiness.

For more details, partners can refer to the following documents:

- *Solutions Implementation Service Overview*
- *Software Implementation Service Overview*
- *Connectivity Implementation Service Overview*

Performance monitoring and activity reports

SWIFT manages the ongoing quality of service to its customers by means of performance monitoring and activity reports.

To obtain re-certification from SWIFT each year, SWIFTReady service providers must perform the following tasks:

- Provide a summary of all customer satisfaction surveys upon request.
- Allow and facilitate a SWIFT audit of all performance-related reports that it has provided to SWIFT. Audits are held at predefined intervals.
- Clarify possible questions and resolve issues that arise from any independent third-party customer satisfaction survey that SWIFT has conducted or commissioned on a regular basis.
- Obtain the predefined, minimum, customer-satisfaction ratings that it has obtained from such surveys.
- Send a monthly report of all on-site interventions that the partner has delivered during the previous month. The partner must use the predefined template provided by the Partner Management team, and send it no later than the end of the month.

For more information about performance management, see "Performance Management" on page 56.

Administrative duties

SWIFT partners have the following administrative duties:

- inform SWIFT of any change in its management structure or internal roles and responsibilities that can affect its relationship management with SWIFT
- inform SWIFT of any change in logistic and operational information (for example, delivery address for material, telephone numbers, website, or e-mail addresses)
- inform SWIFT about any SWIFT-Certified Expert that leaves the company

Service charges

SWIFT customers can set contractual arrangements directly with a SWIFTReady service provider to use its services, at charge levels agreed between the parties. SWIFT expects partners to base these charges on SWIFT's recommended price levels.

Working in close partnership with SWIFT

To work in close partnership with SWIFT, service providers must attend the following meetings and events:

- regular review meetings with SWIFT to ensure a synchronised approach to serving SWIFT customers in line with the changing portfolio of SWIFT services and products.
- events that SWIFT organises (for example, Sibos), and partner workshops organised in the partner's region.

3.4 Certification Cost

Introduction

SWIFTReady service providers certification is free of charge. However the training and certification of experts involves some costs.

The following criteria have an influence on these costs:

- the number of experts that a partner wants to certify
- the type of training infrastructure the partner decides to implement
- the current level of expertise of the candidates

Infrastructure costs

Although it is not mandatory, SWIFT highly recommends that the service provider sets up a test system to train on a real SWIFT system.

The following table lists the costs related to the implementation of a test system:

Item	One-time fee	Annual fee
Alliance product (Alliance Access, Alliance Entry, Alliance Gateway, Alliance WebStation, Alliance Starter Set, Alliance Messenger)	Free of charge	Free of charge
SWIFTNet Link	USD 3800	USD 1700
three PKI certificates Security Admin	EUR 375	EUR 75 EUR 1000
one user for Online User Handbook BIC Directory	Free of charge	Free of charge
Integration Testbedservices (VTB, FileAct, InterAct)	Free of charge	Free of charge
dial-up + internet access	Local telecom provider fees	Local telecom provider fees
LAN-connected HSM box USB HSM (token or card reader)	EUR 4500 EUR 500	20 percent Free of charge
Alliance Connect Bronze	EUR 1650	EUR 10 monthly fee

Note The costs shown in the table are indicative.

Training costs

It is not mandatory for candidates to follow training courses. The goal is to obtain certification. If candidates already have enough knowledge, then they may take the certification exam without following a course. However, SWIFT highly recommends SWIFT training courses to build up knowledge about SWIFT. SWIFT offers SWIFT partners a 40 percent discount on all SWIFT training courses (except e-learning modules).

For the detailed list and prices of SWIFT courses, see www.swift.com > Training.

Certification costs

Certification involves the following costs:

- Registration costs for the theoretical exam at Prometric. For more information about these fees, see "Overview of Theoretical Tests" on page 26.
- Travel costs to Belgium, New York, or Hong Kong for the practical certification (per expert).

- Registration costs for the industry certification exam. For more information about these exams, see "Industry Platform Certification" on page 24. Candidates must also consult with Microsoft, IBM, or SUN to determine the local costs relative to these specific exams.

3.5 Criteria for Initial Certification

To start the process

To begin the process for initial certification, the applicant SWIFTReady service provider must fulfil the following requirements:

- successfully register with SWIFT as a vendor, using e-ordering
- apply for the SWIFTReady service label by completing the form in e-ordering
- accept the content of the *SWIFT Partner Programme Registration Process - Terms and Conditions*

Note By completing these two forms, the applicant service provider automatically agrees on the terms and conditions of the partner programme.

SWIFT grants initial certification to a partner when the following conditions are met:

- certification of experts
- availability of SWIFTReady services to SWIFT customers
- performance monitoring and activity reporting
- administrative duties

Certification of experts

SWIFTReady service providers must have at least two experts at the Service Delivery Centre that has been certified in one or both of the following areas:

- **SWIFTNet infrastructure**
 - Both experts must be certified on either Alliance Access or Alliance Gateway. They must also have an industry certification.
 - Experts certified on Alliance Access must also be certified on Alliance RMA.
 - Certification on Alliance Connect is not part of the initial criteria to become a SWIFTReady service provider.
- **Integration**
 - Certifying two experts on Alliance Integrator does meet the criteria to get the SWIFTReady services label.
 - Certifying one or several experts on Solutions Integration is not sufficient to meet the criteria. Solutions integration experts on their own are not enough. The company must also certify at least one solutions expert (see below).
- **Solutions**

- Solutions experts on their own are not sufficient to meet the initial criteria. The company must also certify a technical integration expert, who can be certified either on Alliance Integrator or Solutions integration.

Availability of SWIFTReady services to SWIFT customers

The applicant service provider may need to adapt its internal processes and logistics beforehand. It must inform SWIFT when it is ready to start delivering the services for which it seeks certification.

These services are detailed in the following documents:

- *Software Implementation Service Overview*
- *Connectivity Implementation Service Overview*
- *Solutions Implementation Service Overview*

Performance monitoring and activity reporting

The applicant SWIFTReady service provider must confirm that it has the necessary infrastructure to deliver a monthly report of all its on-site interventions that relate to SWIFT.

Administrative duties

The applicant SWIFTReady service provider must perform the following tasks:

- Provide SWIFT with the full contact details of its company. This includes the contact details for experts due to be certified on SWIFT products.
- Process, without unreasonable delay, all customer queries received through these contact points.

Validity period

Once successfully completed, the initial certification is valid until the end of the calendar year during which SWIFT has granted it.

For information about the extension of certification, see the "Criteria for Re-certification" on page 17.

3.6 Criteria for Re-certification

Certification of experts

A SWIFTReady service provider that wants to apply for re-certification must fulfil the following criteria:

- maintain up-to-date certified status for at least two SWIFT-Certified Experts, throughout the year with full-time availability within the organisational structure of the provider
- ensure that experts pass a re-certification test within a maximum of two months after receipt of a re-certification requirement notice from SWIFT
- inform SWIFT, with maximum one month's notice, of all Certified Experts within its organisational structure that are no longer available to deliver the certified services

Availability of certified services to SWIFT customers

The SWIFT partner has met the service availability criteria defined in "Criteria for Initial Certification" on page 16 throughout the previous year.

Performance monitoring and activity reporting

- The SWIFTReady service provider has met the service delivery performance criteria defined in "Criteria for Initial Certification" on page 16, throughout the previous year. For more information about the process the provider must follow to monitor performance, see "Performance Management" on page 56.
- The service provider has, accurately and on time, used the process described in "Monthly Activity Report" on page 57 to report its activities to SWIFT.

Administrative duties

The service provider has met the administrative duties described in "Criteria for Initial Certification" on page 16 throughout the previous year.

Working in close partnership with SWIFT

The service provider has demonstrated a continued interest in SWIFT business. This includes a motivation to provide the certified services to SWIFT customers in partnership with SWIFT.

The partner has also demonstrated its continued interest by its attendance at the following meetings and events:

- events organised by SWIFT (for example, Sibos)
- partner workshops in the relevant region, where applicable

Validity period

SWIFT issues re-certification at the start of each calendar year. Re-certification is valid for one calendar year.

4 Certification of Experts

4.1 Types of SWIFT-Certified Experts

Technical and Solutions experts

The two types of SWIFT-Certified Experts are as follows:

- **Technical experts**

Technical experts must have successfully demonstrated specific knowledge of certain SWIFTNet infrastructure elements (for example, Alliance Access and Alliance Gateway) or the ability to integrate Solutions, either through Alliance Access or Alliance Integrator. They must also demonstrate a basic understanding of the SWIFTNet offering.

SWIFT-certified technical experts must be able to install, configure, integrate, upgrade, and troubleshoot specific SWIFTNet infrastructure elements or Solutions.

- **Solutions experts**

Solutions experts must have successfully demonstrated specific knowledge of the business aspects of the implementation, integration, and upgrade of specific Solutions (for example, Cash Reporting and Funds). Such expertise includes an understanding of the impact of these activities on the business processes of the customer. Solutions experts must also have a good understanding of the SWIFTNet offering.

SWIFT-certified Solutions experts must be able to provide advice and guidance on the business aspects of the implementation, integration, and upgrade of specific Solutions. This includes the ability to advise the customer about the implications of the co-existence of that Solution with a subscription to other SWIFT services and products.

4.2 Terms and Conditions

Financial terms for certification tests

For theoretical certification tests, the following condition applies:

- Service providers pay test centre fees directly to Prometric. Prometric determines these fees, which are dependent on the region. For more information about these fees, see "Overview of Theoretical Tests" on page 26.

For practical certification tests, the following condition applies:

- SWIFT performs certification free of charge. Travel to a SWIFT office and hotel costs are at the charge of the service provider.

4.3 Initial Certification

Types of certification tests

The SWIFT test for initial certification as a SWIFT-Certified Expert has the following components:

- **One or more theoretical tests**

The candidate is required to answer hypothetical questions.

- **A practical test**

The candidate is required to install, configure, and troubleshoot the software, and respond to queries from the examiner.

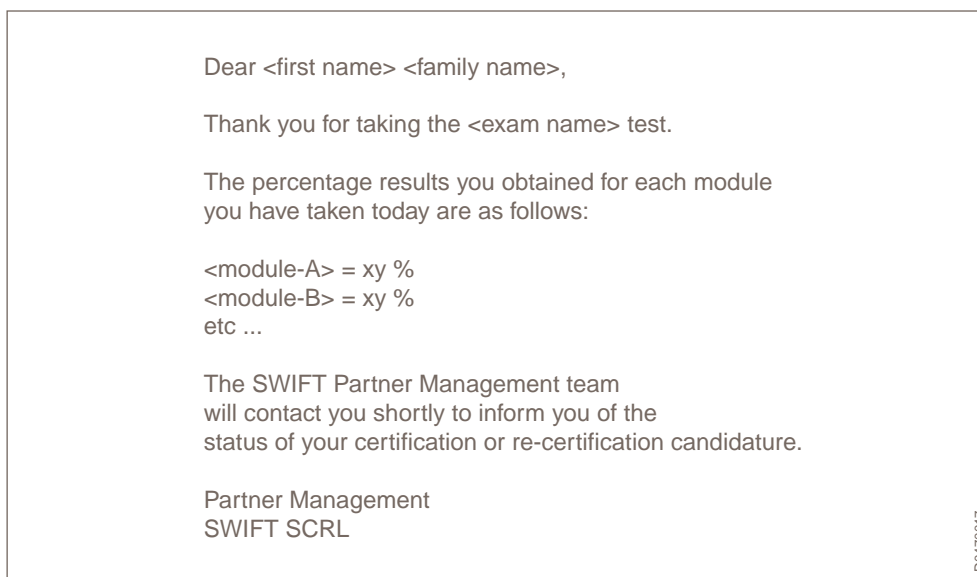
Theoretical certification tests

Candidates take the theoretical test locally in association with Prometric, which provides professional facilities in its testing centres.

Prometric uses an eligibility key to provide a test PC to the candidate. The candidate uses an assigned logon name and password. The Partner Management team co-ordinator provides the eligibility key, which is valid for three months.

The theoretical exams consist of one or more modules that have a fixed number of questions and has a time limit. Most questions are multiple-choice, but some tests include true or false, and selection questions. For more details about the theoretical exams, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62 or "Solutions Exam Overview Tables" on page 64.

When the candidate has completed all of the questions, the following screen appears:



The Partner Management team generates a Certification Results Report and sends this to the candidate.

For more information about the Prometric test process, see "Prometric Theoretical Test Process" on page 25.

Practical certification tests

Candidates take the practical test at SWIFT.

SWIFT provides test facilities in the following locations:

- La Hulpe, Belgium, and Zoeterwoude - Netherlands (for Europe and Middle East)
- Hong Kong (for Asia)
- New York (for the Americas)

The practical certification test is only available to candidates that have successfully completed all the theoretical tests of the certification track.

SWIFT uses practical certification to verify the ability of the candidate to install, configure, and troubleshoot the product. SWIFT certifies the ability of the candidate to fulfil the requirements described in "Practical Certification" on page 33 and "Practical Certification" on page 38.

Industry platform certification

Candidates for SWIFTNet infrastructure certification tracks are required to obtain an industry certification on at least one of the platforms upon which SWIFT products are installed. For more information about this certification, see "Industry Platform Certification" on page 24.

Follow-up activities

Once the candidate has completed the tests, SWIFT issues a formal certification report that contains the candidate's theoretical and practical certification test results. Feedback may include proposals for further training or other actions.

Registering for initial certification

For the theoretical test, the candidate receives an eligibility key from the Partner Management team. The candidate uses this key to register with Prometric for the local part of the test.

For the practical test, the regional Partner Management team creates a certification schedule for the candidate. This schedule is agreed between both parties.

4.4 Ongoing Certification

Ongoing performance assessment

SWIFT bases ongoing certification on its assessment of the service provider's performance.

The ongoing certification process includes the following tests and conditions:

- Successful completion of the relevant re-certification test related to the product stream (for example, for major SWIFT software release updates).
- The overall annual performance of the SWIFT-Certified Expert. SWIFT bases this primarily on customer satisfaction feedback.
- The maintenance by SWIFT-Certified Experts of industry certification relevant to the requirements of SWIFT products.

Validity period

The validity period for a SWIFT-Certified Expert depends on the release cycle and the evolution of the product stream. SWIFT notifies the service provider before the validity of a certification expires. SWIFT advises the provider of the date on which it requires re-certification.

Depending on the product and technical changes, SWIFT may grant a re-certification on the basis of a completed theoretical test only.

Service quality assessments

SWIFT uses ongoing assessment of its SWIFTReady service providers to ensure a satisfactory level of service quality.

Ongoing assessment is based on the following elements:

- the *SWIFT Partner - Monthly Implementation Report*
- a customer satisfaction e-mail survey conducted by SWIFT

SWIFT provides the results of the survey to partners upon request.

4.5 Certificate Management

Introduction

Each SWIFT-Certified Expert receives one, or several, certificates as a proof of expertise. An expertise certificate is valid for the calendar year in which SWIFT issues it.

Each SWIFTReady service provider receives one or several certificates as proof of its certification. A certificate is valid for the calendar year in which SWIFT issues it.

For examples of certificates, see "SWIFTReady Services Certificate" on page 66.

Certification process

SWIFTReady service providers that have met the re-certification requirements during the previous year receive a new certificate at the beginning of the year.

Likewise, certified experts that have met the re-certification requirements during the previous year receive a new certificate at the beginning of the year.

At the beginning of each month, SWIFT issues new certificates to all individuals who qualify for a certification track for the first time.

If a new, individual certificate changes the certification profile of a partner, then SWIFT issues a new company certification certificate.

4.6 SWIFT Certification Tracks

Classification

SWIFT classifies the certification tracks within the following five certification domains:

- SWIFTNet infrastructure
- Integration
- Solutions

The SWIFTNet infrastructure and Integration domains comprise one technical component. The Solutions domain comprises Solutions-specific business components.

SWIFTNet Infrastructure

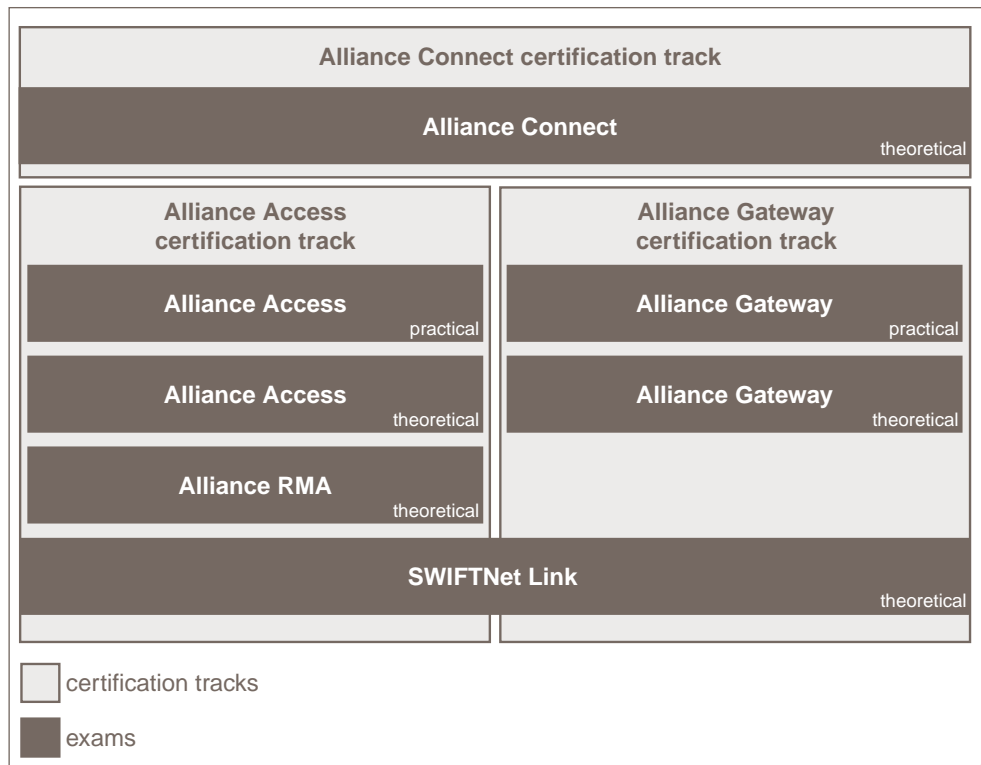
SWIFTNet infrastructure comprises the following certification tracks:

- Alliance Access. This track includes the following exams:
 - Alliance Entry, Alliance Starter Set, Alliance Access, as described in "Alliance Access Certification Track" on page 30
 - SWIFTNet Link 6.0, as described in "SWIFTNet Link 6.0 Theoretical Exam" on page 32
 - Alliance RMA, as described in "Alliance RMA Theoretical Exam" on page 33

The Alliance Access certification track comprises theoretical exams and a practical exam.

- Alliance Gateway. This track includes the following exams:
 - Alliance Gateway and Alliance WebStation, as described in "Alliance Gateway Certification Track" on page 35
 - SWIFTNet Link 6.0 as described in "SWIFTNet Link 6.0" on page 37
- Alliance Connect: as described in "Alliance Connect Certification Track" on page 40. This certification track comprises only a theoretical exam.

SWIFTNet Infrastructure certification tracks



Integration

The Integration certification domain comprises the following certification tracks:

- Alliance Integrator
- Solutions integration

Solutions

The Solutions certification domain comprises the following certification tracks:

- Funds
- Cash Reporting
- Trade Services Utility
- Exceptions and Investigations
- SWIFT for Corporates

- Bulk Payments for SEPA

The Solutions business module has no certification track at the moment.

4.7 Industry Platform Certification

Industry certification requirements

Candidates for SWIFT certification must have an industry certification for at least one of the platforms on which SWIFT products are installed (MS Windows, AIX, or Solaris).

SWIFT asks candidates to provide the SWIFT certifier with evidence of their certification in the operating system.

The following are examples of industry certifications:

- **IBM/AIX System Administrator (ASA)**

SWIFT requires certification in the following exam:

- Test 223: System p Administrator

The certificate validates the ability to install, configure, and perform a broad range of AIX system administrative activities.

If one of the candidates has passed any AIX-related exam, then SWIFT evaluates the request for certification on a case-by-case basis.

- **Solaris System Administrator**

SWIFT requires the following certification:

- SUN Certified System Administrator for the Solaris operating system

To obtain this certification, candidates must pass the following exams:

- Sun Certified System Administrator for the Solaris 10 OS, part I (CX-310-200)
- Sun Certified System Administrator for the Solaris 10 OS, part II (CX-310-202)

Alternatively, to obtain this certification, candidates must pass the following exam:

- Sun Certified System Administrator for the Solaris 10 OS upgrade (CX-310-203). This applies if the candidate is already certified as a System Administrator on a previous version of the Solaris OS.

This certification is for system administrators that perform essential system administration procedures on the Sun Solaris operating environment. This certification is also for technical application support staff that administer a networked server running on the Solaris OS.

If one of the candidates has passed any other Sun Solaris-related exam, then SWIFT evaluates the request for certification on a case-by-case basis.

- **Microsoft Certified Professional (MCP)**

MCP is for professionals that have the skills to implement successfully a Microsoft technology product of as part of a business solution within an organisation. The exams measure the candidate's ability to implement, administer, and troubleshoot information systems that incorporate Windows Server 2003. These exams are part of the MCSA and MCSE core exams.

SWIFT requires one of the following exams:

- Exam 70-290: Managing and maintaining a Windows Server 2003 environment
- Exam 70-296: Planning, implementing, and maintaining a Windows Server 2003 environment for an MCSE certified on Windows 2000

A candidate that passes either exam 70-290 or 70-296 achieves MCP status.

If one of the candidates has passed any other related exam, then SWIFT evaluates the request for certification on a case-by-case basis.

Before the candidate can obtain final SWIFT certification, it must show proof to the SWIFT certifier that it has received the relevant industry certification.

4.8 Prometric Theoretical Test Process

Eligibility key

To register for a theoretical test at a Prometric Test Centre (PTC), the candidate receives an eligibility key from SWIFT. The eligibility key is only valid for three months. For this reason, SWIFT distributes it after the candidate has informed SWIFT of its readiness to take the theoretical test.

4.8.1 Phone Registration

How to register by phone

The toll-free telephone number (for most countries) is available at www.prometric.com > Contact Us. Candidates must have an eligibility key to register.

4.8.2 Web Registration

How to register online

To register online, the candidate must follow the following procedure:

1. Log on to the Internet and browse www.prometric.com.
2. In the "For test takers" section, select **Academic, Professional, Government & Corporate > SWIFT Partners**
3. Click on **Start**.
4. Select the country in which you would like to take the test and click **Next**.
5. Click on **Schedule an exam**.
6. Agree to the policy and data privacy notice.
7. The local theoretical test guidelines appear.

Note These test guidelines and policies apply to all SWIFT exams. The candidate must read them thoroughly.

8. Enter the eligibility key provided by SWIFT, and the first four letters of your last name.
9. Complete the remaining fields and provide payment details as requested.

4.8.3 Overview of Theoretical Tests

Theoretical exam details

Theoretical exam	No. of modules	No. of questions	Duration ⁽¹⁾	Pass mark (in each module)	Prometric test fees (USD)			
					EMEA	Americas	Japan	Asia
Alliance Access	10	125	4hr 30 min	60%	120	81	105	79
Alliance Connect	3	35	1hr 45 min	60%	87	57	78	55
Alliance Gateway	4	105	3hr 30 min	60%	98	65	87	63
Alliance Integrator	4	70	2hr 20 min	60%	98	65	87	63
Alliance RMA	3	30	1 hr	60%	87	57	78	55
Bulk Payments for SEPA	4	60	2 hrs	60%	98	65	87	63
Cash Reporting	4	30	1hr 40 min	60%	87	57	78	55
Corporates	2	50	1hr 40 min	60%	87	57	78	55
Exceptions and Investigations	3	40	1hr 40 min	60%	87	57	78	55
Funds	4	30	1hr	60%	87	57	78	55
Messaging	6	40	1hr 30 min	60%	87	57	78	55
SWIFTNet for CCI	4	35	1hr 10 min	60%	78	87	55	57
SWIFTNet Link	7	90	3 hr	60%	98	65	87	63
Solutions Integration - Technical	5	81	2hr 20 min	60%	98	65	87	63
TARGET2	3	40	1hr 30 min	70%	87	57	78	55
Trade Services Utility	1	40	1hr 40 min	60%	87	57	78	55

(1) This duration is for exams taken at a Prometric Test Centre.

Note For further exam details and the number of questions per module, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62 and "Solutions Exam Overview Tables" on page 64.

4.9 Practical Certification

Introduction

The following certification tracks include a practical certification :

- Alliance Access (1.5 days)
- Alliance Gateway (1.5 days)
- Alliance Integrator (3 days)
- Solutions integration (1.5 days)

This practical exam is the Alliance Access practical exam.

Alliance Access practical certification

The Alliance Access practical test is organised as follows:

Action	Effort (days)
install or upgrade SWIFTNet Link and Hardware Security Module	half a day
install Alliance Starter Set	
install or upgrade Alliance Access	one day
configure Alliance Access and Alliance Starter Set for message type Messaging	
check knowledge of the candidate on the different Alliance Access applications and the configuration steps	
install Alliance Messenger Server-Embedded	
configure Alliance Access and Alliance Messenger Server-Embedded	
check knowledge of the candidate on the different Alliance Messenger applications and the configuration steps	
send and receive a message type payment message (for example, message type 103) in FIN PV 3 from Alliance Messenger Server-Embedded	

Alliance Gateway practical certification

The Alliance Gateway practical test is organised as follows:

Action	Effort (days)
install or upgrade SWIFTNet Link and Hardware Security Module	half a day
install Alliance Gateway	
configure Alliance Gateway and check knowledge of the candidate on the different Alliance Gateway modules and configuration parameters.	one day

Alliance Integrator practical certification

The Alliance Integrator practical test is organised as follows:

Action	Effort (days)
Install Alliance Integrator, JCAPS, Web Platform, and log in	half a day

Action	Effort (days)
Perform post-installation activities (configure JCAPS, Alliance Integrator in Web Platform, IBM WebSphere MQ)	half a day
Requirements analysis, design and implementation of an information flow from back-office system to Alliance Access	one day and a half
Requirements analysis, design and implementation of the transmission of ACK/NACK from Access to back-office application, troubleshooting	half a day

If you are interested in an Alliance Integrator certification, please contact the SWIFT Partner Management team. They will send you the *Alliance Integrator Certification Study Guide*.

4.10 On-site Practical Certification

Introduction

Candidates may also take practical certifications at the SWIFT partner's premises. This is valid if there is a requirement to certify several experts at the same time. In this case, SWIFT sends a certifier to the partner to certify the experts locally. This assumes that the candidates have met all of the conditions specified in "Conditions" on page 28.

4.10.1 Conditions

Timing

The practical certification of one expert requires one and a half days of work. The preparation of the certification environment requires another full day.

Candidate prerequisites

For on-site certification, a minimum of three candidates must be ready to take the practical test at the same time.

All candidates for the practical certification must have passed the relevant theoretical test before practical certification.

Consultancy contract

The service provider must sign a consultancy contract and return it to SWIFT at least one week before the certifier's departure. Failure to return this consultancy contract results in the cancellation of the certification.

Pricing

The service provider that requests on-site practical certification endorses all costs of the certification, which are as follows:

- the SWIFT standard daily consultancy fee which includes one day for the certification environment setup
- travel costs
- hotel costs
- daily expenses of the certifier

4.10.2 Requirements

Software, hardware, and connectivity configurations

To use the on-site practical certification facility, companies must meet specific requirements in terms of the necessary software, hardware, and connectivity configurations. For more information about these requirements, contact the local SWIFT partner co-ordinator.

4.10.3 Practical Certification Test

Practical certification and results

For details about practical certification, see "Practical Certification" on page 33 and "Practical Certification" on page 38.

SWIFT communicates final certification results within one week after the return of the certifier to SWIFT premises.

5 SWIFTNet Infrastructure

5.1 Alliance Access Certification Track

Introduction

SWIFT has designed the Alliance Access certification track to test the candidate's knowledge on the functionality and system administration of the following products:

- Alliance Access
- Alliance Entry
- Alliance Starter Set
- Alliance Messenger
- Alliance RMA

Note SWIFTNet Link theoretical exam is a prerequisite for Alliance Access certification. Alliance RMA theoretical exam is mandatory to achieve Alliance Access certification.

5.1.1 Initial Certification

5.1.1.1 Required Skills

Introduction

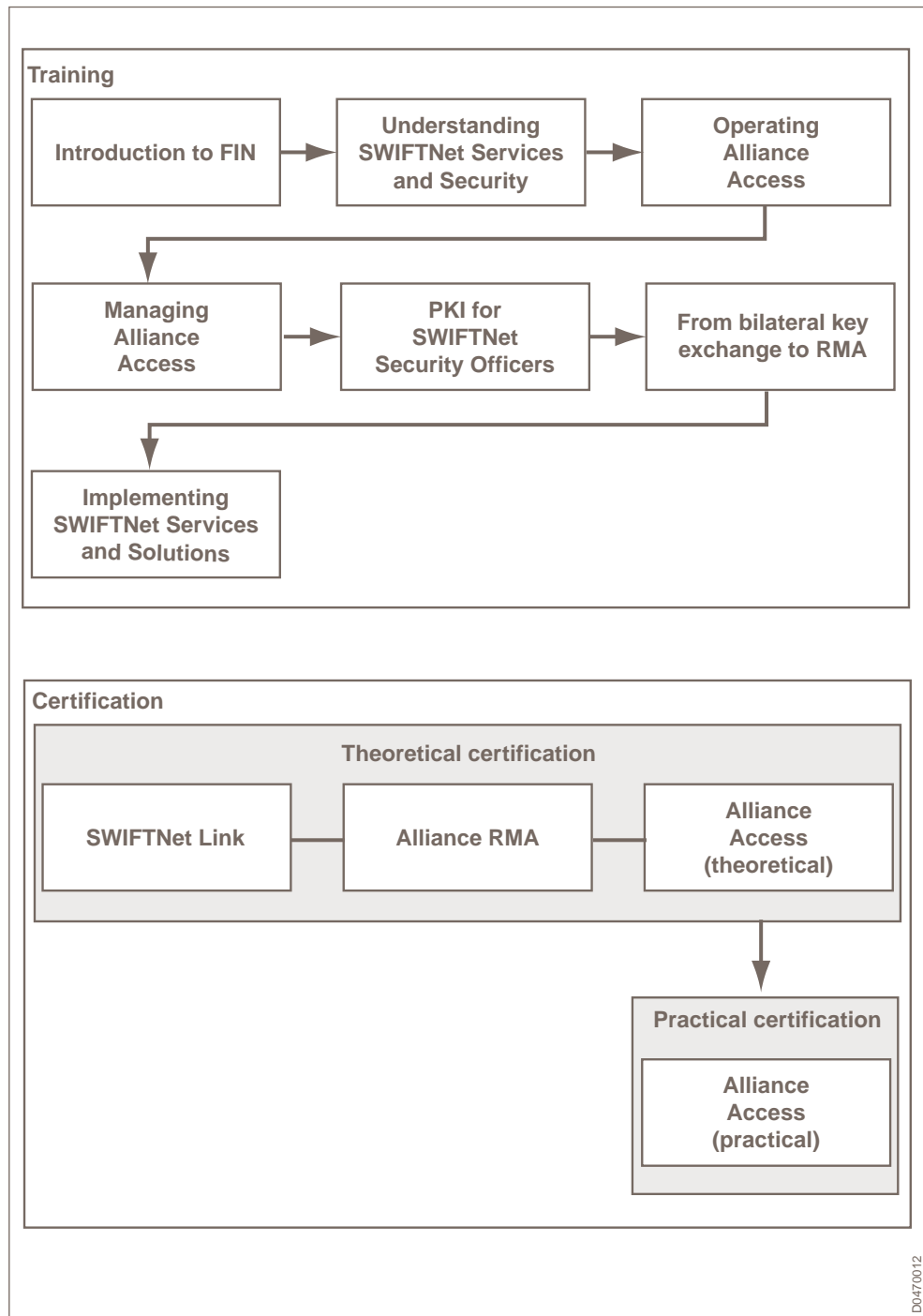
SWIFT expects candidates for the Alliance Access certification track to have in-depth knowledge in the following areas:

- base Alliance Access functionality: main message flow, daily procedures, routing, correspondent application, and security setup
- back-office integration possibilities through Message Partners (for example, file transfer, and CAS interaction)
- knowledge of MQ Host Adapter
- migration tools
- installation and configuration
- Alliance RMA
- pre-implementation check tools
- Alliance Access or Alliance Entry
- *The Alliance Starter Set Installation Guide*
- Hardware Security Modules (HSM)

SWIFT also expects the candidate to have an awareness of the SWIFT interface market.

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



The Alliance Access, Alliance Entry, and Alliance Starter Set certification comprises a theoretical and a practical exam.

5.1.1.2 Theoretical Certification

Introduction

The Alliance 6.0 certification track comprises three theoretical exams:

- SWIFTNet Link 6.0
- Alliance RMA
- Alliance Access 6.0

5.1.1.3 SWIFTNet Link 6.0 Theoretical Exam

Introduction

SWIFT has designed the SWIFTNet Link 6.0 theoretical exam to test the candidate's knowledge of SWIFTNet Link functionality and system administration. This track also tests the candidate's knowledge of Public Key Infrastructure (PKI) and Hardware Security Module (HSM).

Required skills

SWIFT expects candidates for SWIFTNet Link 6.0 exam to have in-depth knowledge of the following subjects:

- SWIFTNet Portfolio (SWIFTNet Link, InterAct, and FileAct) and related architecture, operational interfaces, commands, and communication channels
- Public Key Infrastructure (PKI) and the functions of security officers (for example, certificate handling)
- Browse
- Role-Based Access Control (RBAC)
- Hardware Security Module (HSM)
- configuration (backup, active, or standby configuration)
- troubleshooting

SWIFT also expects the candidate to have an awareness of the SWIFTNet market.

Theoretical certification

Theoretical certification for SWIFTNet Link tests candidates' knowledge of the following subjects:

- SWIFTNet Link installation and upgrade
- SWIFTNet commands
- resiliency and maintenance
- certificate handling
- Role-Based Access Control (RBAC)
- SWIFTNet release overview

Exam details

For details about the exam and the material to study, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62.

Practical certification

The practical certification aims to verify the ability of the candidate to install and configure the product. SWIFTNet Link 6.0 practical certification is part of the Alliance Access and Alliance Gateway practical certifications.

Note Theoretical certification on both SWIFTNet Link 6.0 and either Alliance Access or Alliance Gateway is a prerequisite for practical certification.

5.1.1.4 Alliance RMA Theoretical Exam**Exam details**

For more details about the exam and the material to study, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62.

5.1.1.5 Alliance Access Theoretical Exam**Exam details**

For more details about the exam and the material to study, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62.

5.1.1.6 Practical Certification**Introduction**

The Alliance Access practical test is organised as follows:

Action	Effort (days)
install or upgrade SWIFTNet Link and Hardware Security Module	half a day
install Alliance Starter Set	
install or upgrade Alliance Access	one day
configure Alliance Access and Alliance Starter Set for message type Messaging	
check knowledge of the candidate on the different Alliance Access applications, and the configuration steps	
install Alliance Messenger Server-Embedded	
configure Alliance Access and Alliance Messenger Server-Embedded	
check knowledge of the candidate on the different Alliance Messenger applications and the configuration steps	
send and receive a message type payment message (for example, a message type 103) in FIN PV 3 from Alliance Messenger Server-Embedded	

Purpose

Practical certification tests the candidate's ability to install and configure the product. The certifier assesses the candidate's ability to fulfil the requirements listed in the following table.

Practical certification requirements for Alliance Access, Alliance Entry, and Alliance Starter Set

Alliance Access, installation, or upgrade	
	Alliance Access pre-installation or upgrade steps
	Alliance Access and Alliance Entry installation or upgrade
	Alliance Access and Alliance Entry patch installation (if applicable)
	Remote Application Programming Interface (API) installation (if applicable)
	SWIFTNet Link pre-installation if applicable (connectivity)
	SWIFTNet Link installation (if applicable)
	Release letters post-installation steps
	Alliance Workstation installation
Alliance Access Installation and Administration Guide, post-installation steps	
	disk mirroring if applicable (UNIX)
	connect secure card reader
	change left security officer and right security officer passwords
	create new operators
	prepare Integrated Circuit Cards (ICCs)
	certify security officer and FIN user
	configure destination and Logical Terminals (LTs)
	install and configure Correspondent Information File Application (CIFA)
	test SWIFTNet connection
	prepare system for bilateral key exchange
Customer or Partner-specific configuration	
	application interface
	routing
	security definition
	scheduling
	system management
Explanation of operational tasks	
	message preparation, message file
	monitoring, event journal
	bilateral key management
	SWIFT interface: daily operations
Explanation of system management tools	

	housekeeping tasks
	archiving
	scheduling and calendar
	backup and restore
	fallback connectivity procedure
	Test and Training mode
	SWIFT Customer Support Centre contacts

An industry certification for a supported operating system is a prerequisite for the practical certification. SWIFT informs the SWIFT partner about the certifications that it currently accepts.

5.1.2 Ongoing Certification

Introduction

SWIFT bases ongoing certification on the following exams and assessments:

- re-certification testing (as required)
- service quality assessments

For more information about ongoing certification, see "Ongoing Certification" on page 21.

5.2 Alliance Gateway Certification Track

Introduction

This certification has been designed to test the candidate's knowledge of the functionality and system administration of Alliance Gateway and Alliance WebStation.

This certification track includes the following products:

- Alliance Gateway
- Alliance WebStation

Note SWIFTNet Link 6.0 theoretical exam is a prerequisite for the Alliance Gateway certification.

5.2.1 Initial Certification

5.2.1.1 Required Skills

Introduction

SWIFT expects the candidate for Alliance Gateway certification to have in-depth knowledge of the following subjects:

- Alliance Gateway base functionality: main message flow, daily procedures, routing, correspondent application, and security setup
- the SWIFTNet portfolio (SWIFTNet Link, InterAct, and FileAct) and related architecture, operational interfaces, commands, and communication channels

- Public Key Infrastructure (PKI) and the functions of security officers (for example, certificate handling)
- host adapters (for example, Remote API Host Adapter)
- Browse
- connectivity packs and connectivity aspects (such as firewalls, IP addressing, Domain Name service (DNS), and Network Address Translation (NAT))
- troubleshooting and disaster backup solutions
- administration and support tools
- installation and configuration
- pre-implementation check tools
- SWIFTNet service level agreements

SWIFT also expects the candidate to have an awareness of the SWIFTNet market.

The Alliance Gateway certification comprises a theoretical and a practical certification.

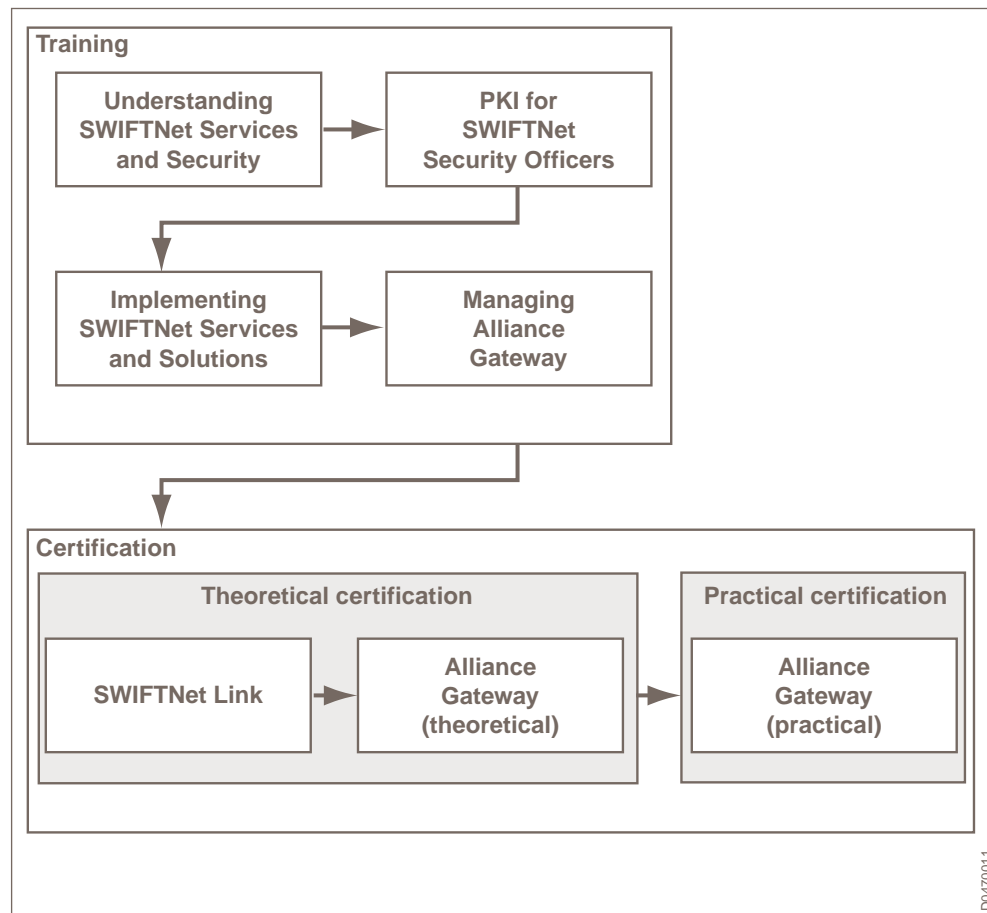
MQ Host Adapter

SWIFT expects the candidate for Alliance Gateway certification to have in-depth knowledge of SWIFTNet Interfaces.

Candidates must also have MQ Host Adapter knowledge.

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



5.2.1.2 Theoretical Certification

Introduction

The Alliance Gateway 6.0 certification track comprises two theoretical exams:

- SWIFTNet Link 6.0
- Alliance Gateway 6.0

5.2.1.3 SWIFTNet Link 6.0

SWIFTNet Link 6.0 theoretical exam

For information about the SWIFTNet Link 6.0 theoretical exam, see "SWIFTNet Link 6.0 Theoretical Exam" on page 32.

5.2.1.4 Alliance Gateway Theoretical Exam

Introduction

The Alliance Gateway 6.0 certification track comprises two theoretical exams:

- SWIFTNet Link 6.0
- Alliance Gateway 6.0

Scope

Theoretical certification for Alliance Gateway certification tests knowledge of the following products:

- Alliance Gateway, including the following aspects of the product:
 - installation and upgrade
 - commands
 - resiliency and maintenance
 - relaxed and strict modes
 - endpoint
 - basic InterAct
 - converter
 - certificate name and Remote API (RA)
- file transfer interface
- Browse

Exam details

For details about the exam and the material to study, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62.

5.2.1.5 Practical Certification

Introduction

The Alliance Gateway practical test is organised as follows:

Action	Effort (days)
install or upgrade SWIFTNet Link and Hardware Security Module	half a day
install Alliance Gateway	
configure Alliance Gateway and check knowledge of the candidate on the different Alliance Gateway modules and configuration parameters	one day

Purpose

Alliance Gateway practical certification tests the candidate's ability to install and configure the product. The practical exam lasts 1.5 days. Its purpose is to assess the candidate's ability to fulfil the requirements shown in the following table.

Practical certification requirements for Alliance Gateway

Operating systems and network skills	
	UNIX OS knowledge
	Windows OS knowledge
	TCP/IP knowledge

Alliance Gateway and Alliance WebStation skills (installation and upgrade)	
	SWIFTNet Link pre-installation, if applicable (connectivity)
	SWIFTNet Link installation, if applicable
	SWIFTNet Link patch installation
	Alliance Gateway pre-installation steps
	Alliance Gateway installation and upgrade
	Alliance Gateway patch installation
	Remote API installation
	Alliance WebStation pre-installation checks
	Alliance WebStation installation
	Alliance WebStation patch installation
	Alliance Gateway Admin GUI installation
	installation logs
Alliance Gateway operational tasks	
	test SWIFTNet connection
	Alliance Gateway start and stop
	Alliance Gateway commands and tools
	archiving and <code>sag_logreorganize</code>
	backup and restore
	Alliance Gateway <code>eventlog</code> and <code>readlog</code> commands
	firewall settings
	fallback connectivity procedure: Message reception registry, Resiliency
	System log
Alliance Gateway File Transfer Interface	
	file transfer adapter and file transfer interface configuration parameter
	security profile configuration
	emission profile configuration
	reception profile configuration
	endpoint configuration
	directories for file distribution
	file transfer interface commands
	file transfer GUI (Alliance WebStation)
	monitoring the file transfer status
Browse	
	HTTPS connection: FW, Apache + browser configuration
	certify the browser

	browsing configuration
Alliance Gateway admin GUI	
	system management
	configuration parameters and event distribution
	operator profiles
	SWIFTNet users and certificates
	message partners
	endpoint definition
	event journal
	create new operators
	certify and recover a SWIFTNet user certificate
	adopt a SWIFTNet user certificate
Remote API	
	connectivity to Alliance Gateway and Remote API
	set up connection to Alliance Gateway from Alliance WebStation
	Remote API commands and tools
	configuration files
MQ Host Adaptor	
	queues and queue managers
	message partner for server application
	connectivity tools

5.2.2 Ongoing Certification

Introduction

SWIFT bases ongoing certification on the following exams and assessments:

- re-certification testing (as required)
- service quality assessments

For more information about ongoing re-certification, see "Ongoing Certification" on page 21.

5.3 Alliance Connect Certification Track

Introduction

SWIFT has designed this certification to test the candidate's knowledge of SWIFTNet connectivity. There is no prerequisite for this certification.

5.3.1 Initial Certification

5.3.1.1 Required Skills

Introduction

SWIFT expects the candidate for SWIFTNet connectivity certification to have in-depth knowledge of the Alliance Connect product offer.

Training recommendations

The following trainings are associated with the skills necessary for certification:

- Training
 - Understanding SWIFTNet services and security
 - Alliance - Disaster recovery
- Self-study
 - Alliance Connect self-study pack for service providers (available upon request at Partner Management and on www.swiftcommunity.net)

5.3.1.2 Theoretical Certification

Scope

Theoretical certification for Alliance Connect tests candidates' knowledge in the following subjects:

- Alliance Connect Bronze, Alliance Connect Silver, and Alliance Connect Gold
- network access
- Alliance Connect upgrade

Exam details

For details about the exam and the material to study, see "SWIFTNet Infrastructure Exam Overview Tables" on page 62.

5.3.1.3 Practical Certification

Certification

Candidates do not require practical certification for Alliance Connect.

5.3.2 Ongoing Certification

Introduction

SWIFT bases ongoing certification on a combination of exams and assessments, as follows:

- re-certification testing (as required)
- service quality assessments

For more information about ongoing certification, see "Ongoing Certification" on page 21.

6 Integration

6.1 Solutions Integration Certification Track

Introduction

The Solutions Integration certification track includes the following exams:

- SWIFTNet Messaging (theoretical)
- Alliance Access (theoretical)
- Alliance Access (practical)
- Solutions Integration (theoretical)

6.1.1 Required Skills

Introduction

SWIFT expects candidates for the Solutions Technical Integration certification track to have a basic understanding of the Solutions business.

Candidates must also have in-depth knowledge of the following subjects:

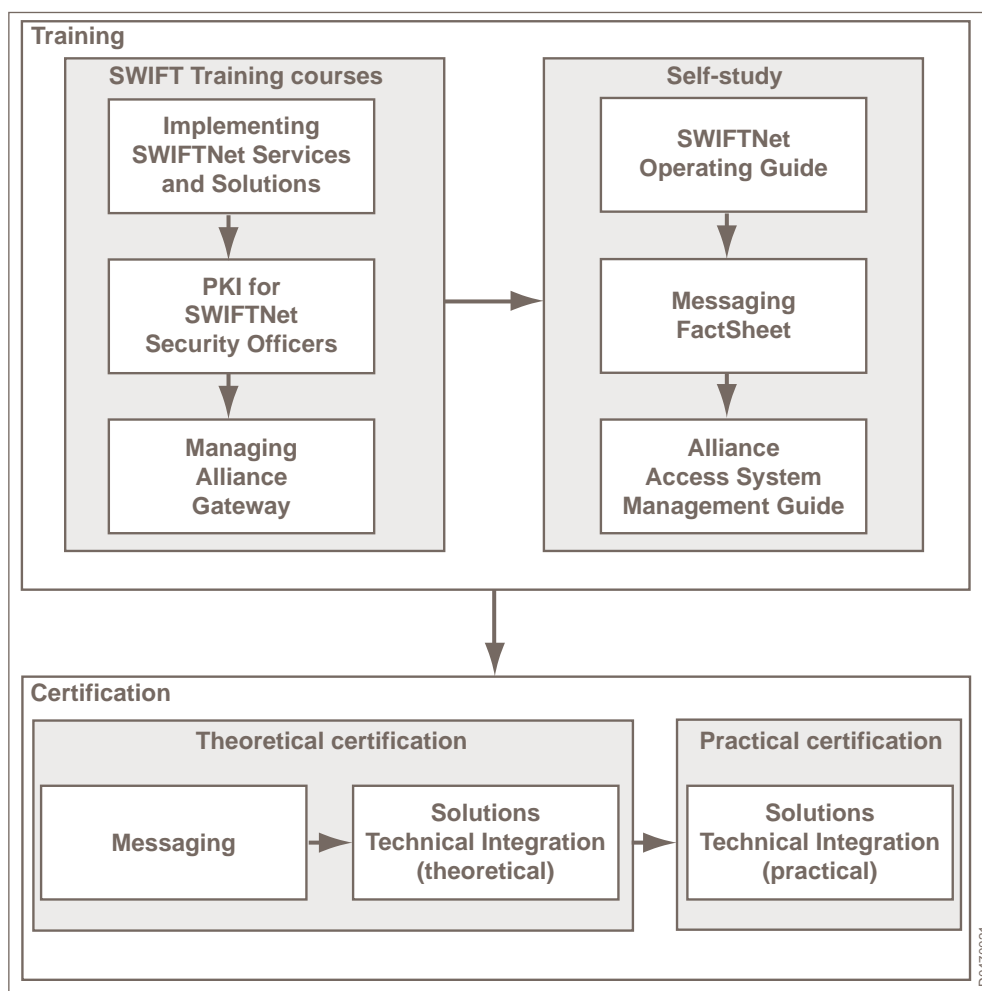
- how to configure and integrate Alliance Gateway
- base Alliance Gateway functionality such as main message flow, daily procedures, routing, and correspondent application and security setup
- Public Key Infrastructure and the functions of security officers
- host adapters, for example, Remote API Host Adapter
- troubleshooting, disaster, and backup solutions
- administration and support tools
- core Messaging services such as InterAct, FileAct, and Browse
- SWIFTNet security features

MQ Host Adapter

SWIFT expects candidates for the Solutions Technical Integration certification track to have in-depth knowledge of MQ Host Adapter.

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



6.1.2 Solutions Integration Theoretical Exam

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

6.1.3 Messaging

Introduction

The Messaging theoretical exam is common to Solutions and technical experts. It aims to verify the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

6.2 Alliance Integrator Certification Track

Introduction

The Alliance Integrator certification track includes the following exams:

- SWIFTNet Messaging (theoretical)
- Alliance Integrator (theoretical)
- Alliance Integrator (practical)

6.2.1 Required Skills

List of skills

SWIFT expects the candidate for the Alliance Integrator certification track to have in-depth knowledge of the following subjects:

- How to configure Alliance Integrator and integrate with Alliance Access
- Implementing flows from and to Alliance Integrator
- Troubleshooting, disaster and backup solutions

7 Solutions

7.1 SWIFT for Corporates Certification Track

Introduction

The SWIFT for Corporates certification track includes the following exams:

- Messaging theoretical test
- Corporates theoretical test

7.1.1 Required Skills

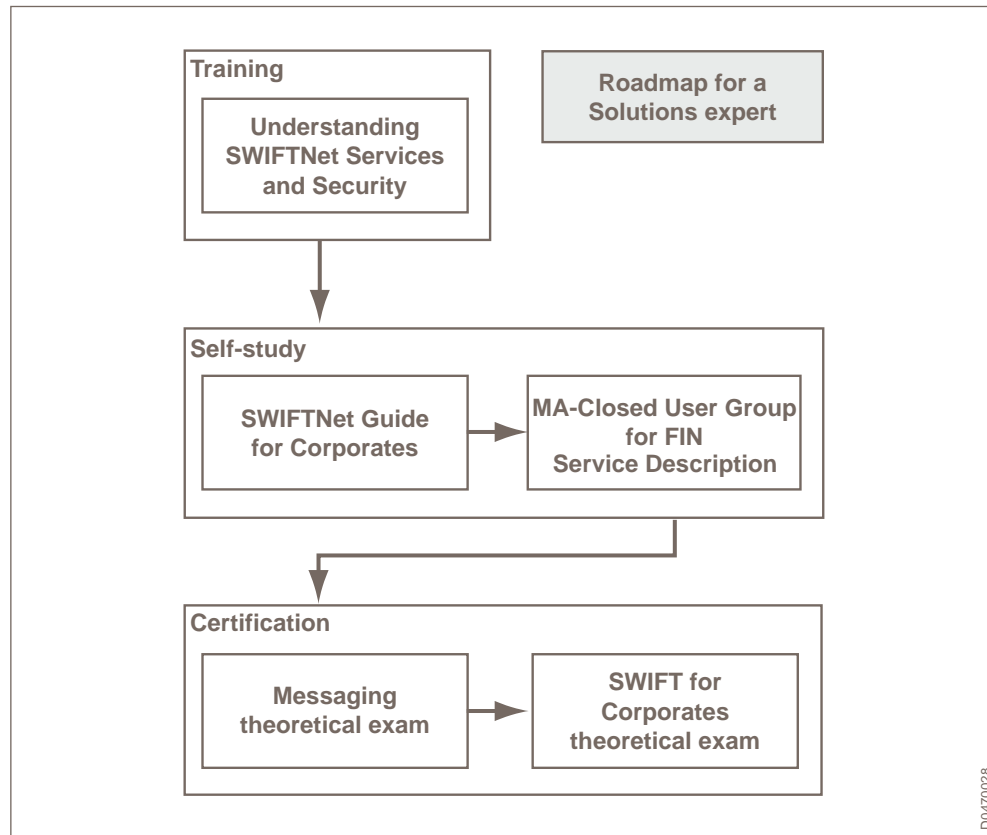
SWIFT for Corporates certification track requirements

SWIFT expects the candidate for the SWIFT Corporates certification track to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- Solutions for Banking basic knowledge
- SWIFT for Corporates specific language and functionalities

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



7.1.2 Messaging

Scope

The Messaging theoretical exam is common to Solutions and technical experts. It tests the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.1.3 SWIFT for Corporates Exam

Scope

The SWIFT for Corporates exam aims to verify the candidate's knowledge of specific aspects of this Solution, for example:

- Solutions for Corporates
- Corporate business

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.2 Cash Reporting Certification Track

Introduction

The Cash Reporting certification track includes the following exams:

- Messaging (theoretical)
- Cash Reporting (theoretical)

7.2.1 Required Skills

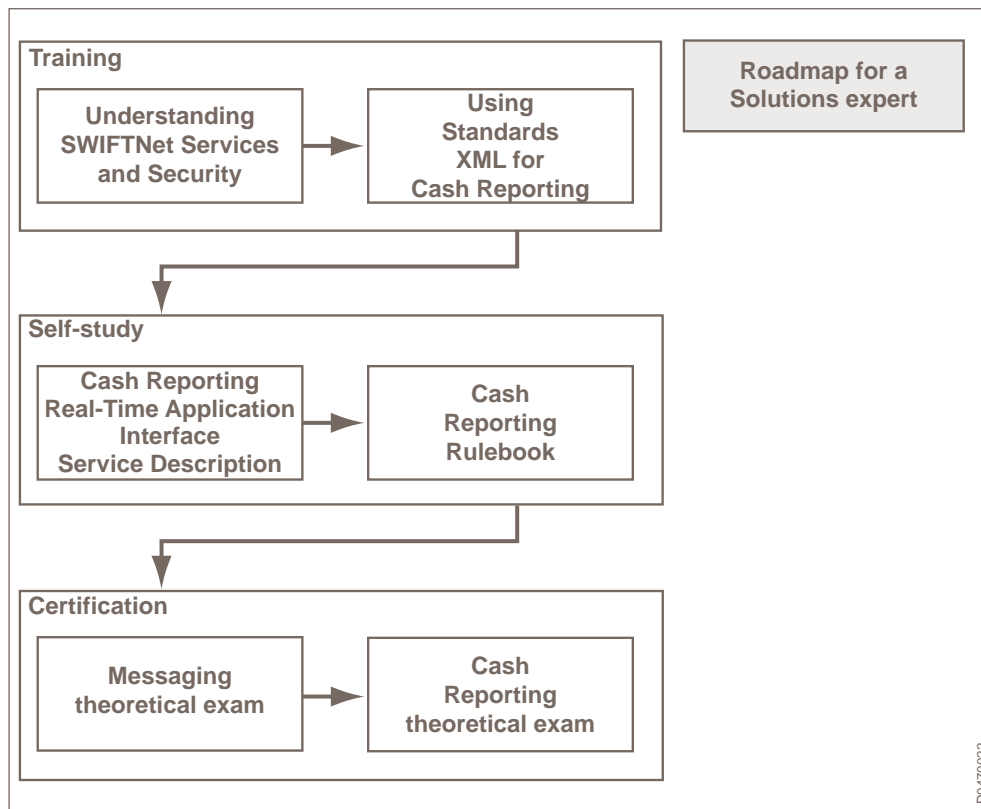
Introduction

SWIFT expects candidates for the Cash Reporting certification track to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- banking basic knowledge
- Cash Reporting functionalities
- Cash Reporting rulebook

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



7.2.2 Messaging

Introduction

The Messaging theoretical exam is common to Solutions and technical experts. It tests the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.2.3 Cash Reporting Theoretical Exam

Introduction

The Cash Reporting theoretical exam tests the candidate's knowledge of specific aspects of this Solution.

The following aspects of Cash Reporting are among those tested:

- standards
- rulebook
- operating requirements

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.3 Exceptions and Investigations Certification Track

Introduction

The Exceptions and Investigations certification track includes the following exams:

- Messaging theoretical
- Exceptions and Investigations theoretical

7.3.1 Required Skills

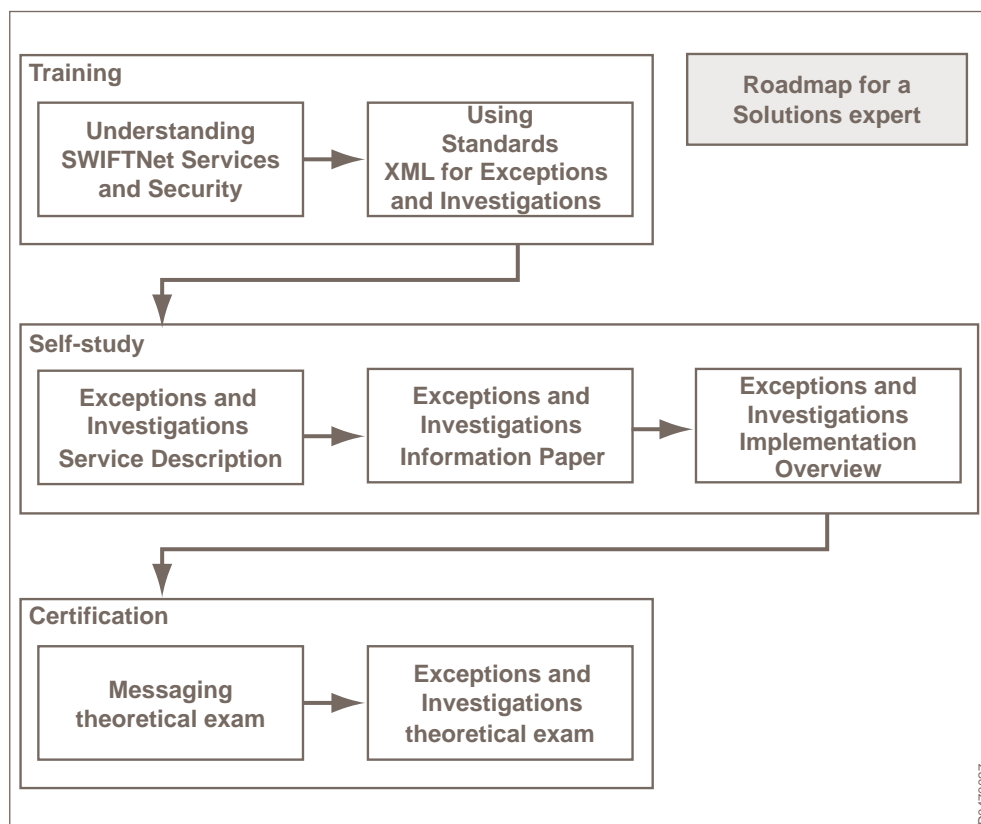
Exceptions and Investigations certification and track requirements

SWIFT expects the candidate for the Exceptions and Investigations certification track to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- Solutions for Banking basic knowledge
- Exceptions and Investigations functionality
- Exceptions and Investigations rule book

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



7.3.2 Messaging

Scope

The Messaging theoretical exam is common to Solutions and technical experts. It tests the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.3.3 Exceptions and Investigations Exam

Scope

The Exceptions and Investigations exam aims to verify the candidate's knowledge of specific aspects of this Solution, for example:

- standards
- rulebook
- operating requirements

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.4 Bulk Payments for SEPA Certification Track

Introduction

The Bulk Payments for SEPA certification track includes the following exams:

- Messaging (theoretical)
- Bulk Payments for SEPA (theoretical)

7.4.1 Required Skills

Bulk Payments certification track requirements

SWIFT expects Bulk Payments for SEPA certification track candidates to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- Solutions for Banking basic knowledge
- Bulk Payments for SEPA functionalities, Standards, and testing programme

7.4.2 Bulk Payments for SEPA

Scope

The Bulk Payments for SEPA exam aims to verify the candidate's knowledge of specific aspects of this Solution.

For example, the exam includes questions about the following subjects:

- Bulk Payments
- SEPA standards
- SEPA testing programme

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64

7.5 Funds Certification Track

Introduction

The Funds certification track includes the following exams:

- Messaging (theoretical)
- Funds (theoretical)

7.5.1 Required Skills

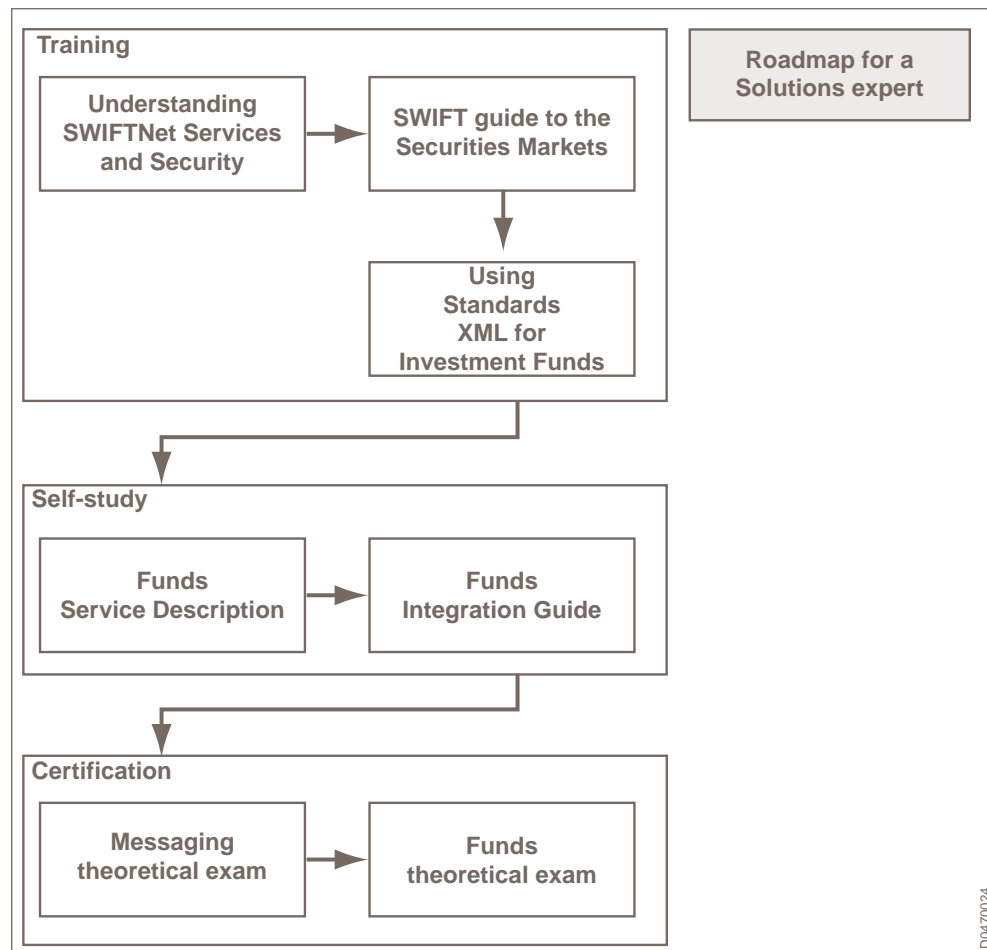
Funds certification track requirements

SWIFT expects the candidate for the Funds certification track to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- Securities basic knowledge
- Funds features and functions
- the Funds rulebook

Training roadmap

The following training roadmap shows the courses that are associated with the skills necessary for certification:



7.5.2 Messaging

Introduction

The Messaging theoretical exam is common to Solutions and technical experts. It tests the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.5.3 Funds Theoretical Exam

Scope

The Funds theoretical exam tests the candidate's knowledge of specific aspects of this Solution, for example:

- standards
- rulebook
- features and functions

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.6 Trade Services Utility Certification Track

Introduction

The Trade Services Utility certification track includes the following exams:

- SWIFTNet (theoretical)
- Trade Services Utility (theoretical)

7.6.1 Required Skills

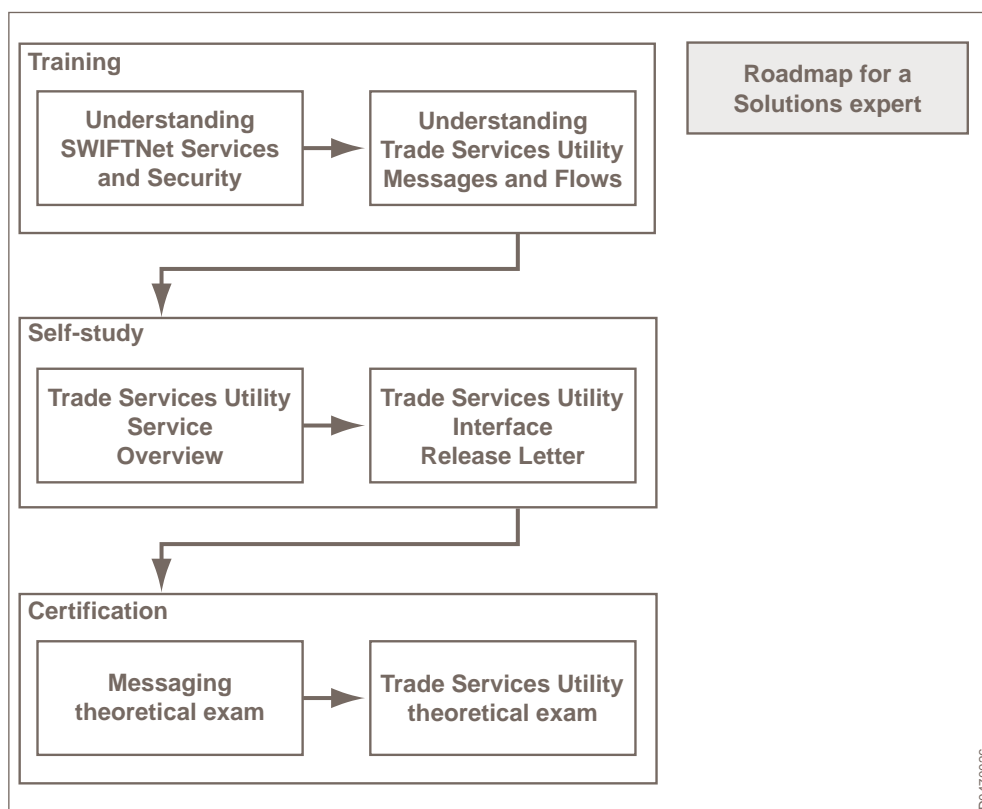
Trade Services Utility certification track requirements

SWIFT expects the candidate for the Trade Services Utility certification track to have in-depth knowledge of the following subjects:

- Messaging (InterAct, FileAct, and Browse)
- Solutions for Banking basic knowledge
- Trade Services Utility functionalities

Training roadmap

Courses associated with the required skills are shown in the following training roadmap:



7.6.2 Messaging

Scope

The Messaging theoretical exam is common to Solutions and technical experts. It tests the candidate's knowledge of aspects of Messaging. These aspects include InterAct, FileAct, Browse, and other SWIFTNet generic concepts.

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.6.3 Trade Services Utility Exam

Scope

The theoretical exam aims to verify the candidate's knowledge of specific aspects of this Solution, for example:

- standards
- operating requirements

Exam details

For details about the exam and the material to study, see "Solutions Exam Overview Tables" on page 64.

7.7 TARGET2 Certification Track

Introduction

The TARGET2 certification track aims to verify the knowledge and skills of SWIFT partner to deliver on-site assistance in the scope of TARGET2. It contains only one theoretical exam.

7.7.1 Prerequisites

Technical knowledge

To provide on-site assistance to customers to implement TARGET2, SWIFT-Certified Experts need technical knowledge as well as TARGET2 specific knowledge.

To be eligible to take the TARGET2 theoretical exam, a SWIFT-Certified Expert must meet one of the following prerequisites:

- fully certified for Alliance Access 6.0
- fully certified for Alliance Gateway 6.0
- fully certified for Solutions Integration. This additional prerequisite is applicable only for experts that want to offer consultancy services to application-to-application TARGET2 customers.

7.7.2 Required Skills

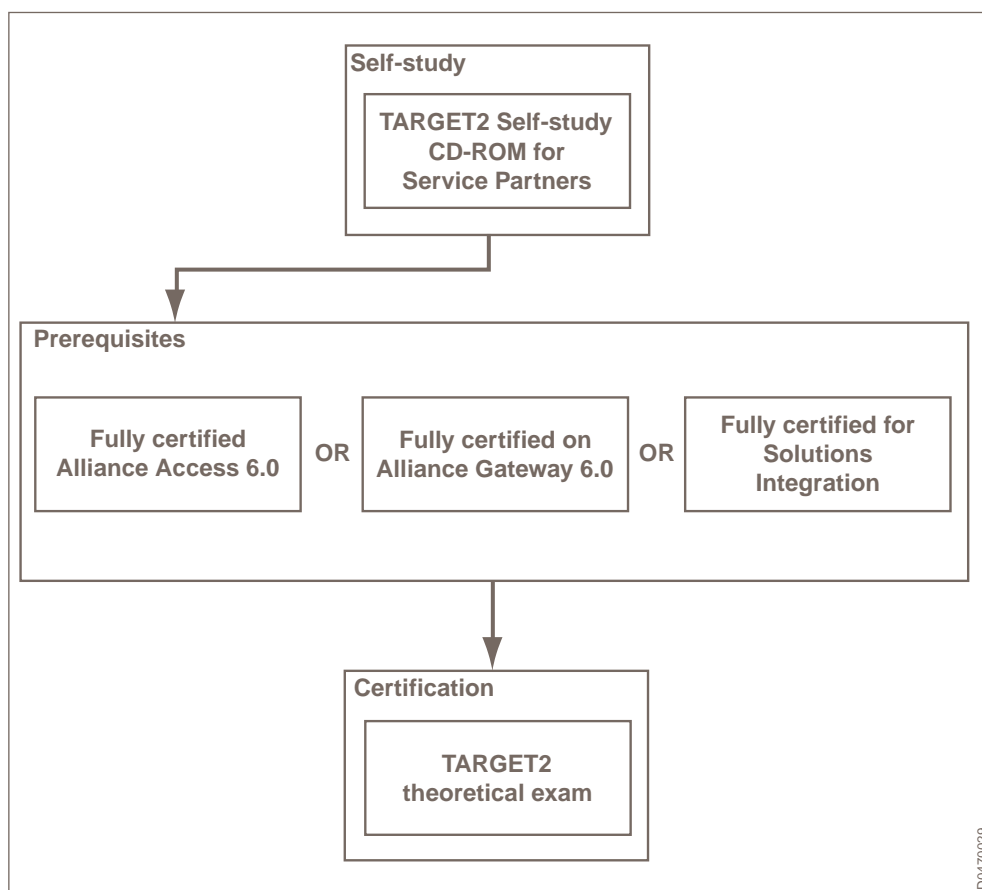
TARGET2 certification track requirements

SWIFT expects the candidate for the TARGET2 certification track to have in-depth knowledge of the following subjects:

- TARGET2 solution
- Messaging products and services
- Support
- connectivity
- SWIFTNet security

Training roadmap

Courses associated with the required skills are shown in the following training roadmap:



7.7.3 TARGET2 Theoretical Exam

Scope

The TARGET2 exam is a stand-alone exam that aims to verify the knowledge of the expert about TARGET2.

Exam details

Each module has a fixed number of questions and a time limit. All questions are multiple-choice and have only one correct answer. The pass mark for this exam is 70 percent in each module.

The TARGET2 theoretical exam lasts 1 hour and 30 minutes.

The exam has a total of 40 questions and comprises the following modules:

- Business overview (eight questions)
- SWIFT services and products (20 questions)
- Alliance Access, connectivity, security (12 questions)

Material to study

SWIFT derives the questions for the TARGET2 theoretical exam from the TARGET2 self-study CD for SWIFT partners, distributed to all partners during December 2006. To request a copy of the CD, contact the local SWIFT partner co-ordinator.

8 Performance Management

Overview

SWIFT monitors and manages the SWIFTReady service providers' performance on a regular and systematic basis. To do this, SWIFT uses a reporting framework and independent e-mail surveys.

SWIFT also encourages partners to conduct customer satisfaction surveys.

8.1 Customer Satisfaction Surveys

8.1.1 Surveys by SWIFT

Introduction

SWIFT carries out customer satisfaction surveys to ensure that SWIFT partners, and indirectly SWIFT, are able to maintain proven, high performance levels. The surveys also ensure that SWIFT provides appropriate customer service.

Customer satisfaction level requirements

SWIFT expects SWIFT partners to maintain an average customer satisfaction rating of 4.3 out of 5. This is part of the criteria to obtain the extension of certification for the following year.

E-mail surveys

SWIFT carries out customer satisfaction e-mail surveys as follows:

1. Based on the service provider's monthly activity report, SWIFT sends customers an e-mail invitation to complete an electronic satisfaction survey.
2. Around 10 days later, SWIFT sends a reminder to all customers that have not replied. The goal is to reach a 30 percent response rating.
3. At the end of each month, SWIFT gathers all the survey results and produces a detailed report.
4. If the average satisfaction survey rating for a specific provider falls below 4, then SWIFT contacts that service provider. The purpose is to identify the root cause of the dissatisfaction with a view to correct it.
5. In the event a customer reports severe dissatisfaction, SWIFT queries the customer complaint with the service provider.

8.1.2 Surveys by the SWIFTReady Service Provider

Recommended survey questions

SWIFT strongly recommends that service providers conduct surveys on their own performance. SWIFT does not provide a template for this purpose. Providers can create an in-house survey form.

SWIFTReady Services Survey Forms must cover the following topics:

- the ease of using the service provider's services

- SWIFT-Certified Expert's knowledge of the product
- SWIFT-Certified Expert's technical ability
- SWIFT-Certified Expert's professionalism
- the way in which the partner kept the customer informed
- the customer's overall level of satisfaction

Note SWIFT strongly recommends that a service provider conducts a survey after each on-site intervention. The service provider must quote the results of these surveys in its monthly activity report to SWIFT. The service provider must also log survey results for at least two years.

8.2 Monthly Activity Report

Purpose

The SWIFTReady service provider uses the *monthly activity report* to provide SWIFT with a monthly overview of all implementations for the preceding month.

Information provided

The service provider provides the following information in the *monthly activity report*:

- type of intervention
- product and operating system platform that relates to the intervention
- date of intervention
- name of partner engineer
- customer contact details
- customer satisfaction rating

Responsible person

The SWIFT partner manager sends the report to SWIFT at the end of each month.

Monthly report template

The Partner Management team provides each service provider with a customised report template. This template uses the following fields:

Report template fields

Mandatory	Field name	Field type and instructions
N	Name	Name of SWIFT partner
Y	Partner identifier code	Only use the partner identifier code and start with SPX.
Y	Month	Drop-down list Use the format MONTH: MM
Y	Year	Drop-down list Use the format YEAR: YYYY

Mandatory	Field name	Field type and instructions
Y	Contact name	Drop-down list Select the name of the person that sends the report
N	Tel number	Telephone number of the person that sends the report
Y	BIC code	BIC (8 characters) of the customer for which the intervention has been performed
Y	Product	Drop-down list Select the product related to the intervention
Y	OS platform	Drop-down list Select the operating system upon which the SWIFT product runs
Y	Type of intervention	Drop-down list Select the type of intervention delivered
Y	Duration of intervention	Duration of the intervention (in days) Use whole numbers only
N	ATLAS case ref. number	Quote the ATLAS case number of any case that was reported to Support during the intervention. ATLAS cases are always 8-digit numbers.
Y	Final date of intervention	Date of the last day of the intervention Use the format: DD/MM/YYYY
N	Date type	Drop-down list Select <i>Delivered</i> for past interventions SWIFT partner can also use this field to report <i>Planned</i> interventions.
Y	SWIFT partner engineer	Drop-down list Select the name of the SWIFT-Certified Expert who delivered the intervention.
N	Name of contact person	Name of the customer contact person related to the intervention
N	Tel no of contact	Telephone number of customer contact person Include country and location code
Y	Contact person e-mail address	E-mail address of the customer contact person
N	Customer satisfaction rating	SWIFT partners that have conducted a customer satisfaction survey must report the overall satisfaction level here. Use whole numbers only (1 is <i>very dissatisfied</i> , 10 is <i>very satisfied</i>).
N	Additional comments	SWIFT partners can use this field to enter any other comments, if any. In the future, SWIFT may use code words. SWIFT will provide further information about this at a later stage.

Sending the report

SWIFT partners must send the report to SWIFT no later than the end of the month. To do this, the partner clicks the **Export XML and e-mail** button. This creates an XML version of the report

and e-mails it, together with the Excel file, to SWIFT. If this operation fails, then the partner must send the Excel file to partner.management@swift.com.

9 Support

Support for SWIFT customers

Support is SWIFT's customer support service. It is the single point of contact to report all problems and queries that relate to SWIFT services and products.

SWIFT encourages customers to work with a SWIFTReady service provider for all implementation issues. SWIFT's responsibility to support its customers remains unchanged.

When necessary, the service provider or the customer may contact SWIFT.

Registration for customers and partners

All customers and SWIFT partners must register to use the Support online facilities at www.swift.com > Support > Support contacts.

On completion of the registration process, SWIFT delivers a Support registration card and a letter to the registered user. The registration card contains the personal registration number. The accompanying letter contains the second half of the password to the Support online services. It also explains how to use the registration card.

How to report a problem

SWIFT partners that report a problem on behalf of a customer must follow these steps.

- Log on to the Support online services and enter a new case in the Case manager at www.swift.com > Case manager.
- Follow the instructions given through the Case manager. If reporting a problem for a customer, then provide the customer's BIC.

10 Training and Workshops

10.1 SWIFT Training

Overview

The SWIFT Training department provides a wide range of classroom training courses.

For the up-to-date list and course schedule of SWIFT training courses, see www.swift.com > Training.

Registration and prices

For information about how to register for courses and for prices, see www.swift.com > Training.

Note SWIFT offers SWIFT partners a 40 percent discount on the prices listed on www.swift.com, except for e-learning modules.

10.2 Workshops

Regional activities

Each year, SWIFT organises the following regional activities:

- SWIFT partner meeting, which provide business information updates
- technical workshops, which provide technical product updates

For more information about these workshops, contact the regional SWIFT partner manager.

Appendix A

A.1 SWIFTNet Infrastructure Exam Overview Tables

Number of questions, modules, and exam time

Each module has a fixed number of questions and has a time limit. Most questions are multiple-choice, but some tests include true or false, and selection questions.

Exam time	Number of questions per module													Exam name	Certification Track							
3 hours												9	20	12	8	15	20	6	SWIFTNet_Link for Phase 2	SWIFTAlliance Access		
1 hour												7	10	13	SWIFTAlliance RMA							
4 hours 30 minutes												8	10	10	2	5	15	10	30		20	SWIFTAlliance Access
1.5 day																						Practical [1]
3 hours																					SWIFTNet_Link for Phase 2	SWIFTAlliance Gateway
1 hour																					SWIFTAlliance RMA	
3 hours 30 minutes																					SWIFTAlliance Gateway	
1.5 day																					Practical [1]	
1 hour 45 minutes																					SWIFTNet Connectivity	SWIFTNet Connectivity

Modules	
General	
Installation	
HSM	
FileAct	
PKI	
SNL Tools	
Network	
RMA Concepts	
Managing and Configuring SAR	
Operating and Monitoring SAR	
SAA - Understanding and Installing	
SAA - Monitoring and Configuring	
SAA - Operating and Monitoring	
SAM - Understanding and Installing	
SAM - Administering	
SAM - Using	
SAS - Contractual Considerations	
SAS - Installation	
SAS - SAG Operators	
SAS - Operators	
Installation	
Operating and Monitoring	
Architecture	
SAG Operators	
Connectivity Packs	
Network Access	
Resilience	

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A.2 Solutions Exam Overview Tables

Number of questions, modules, and exam time

Each module has a fixed number of questions and has a time limit. Most questions are multiple-choice, but some tests include true or false, and selection questions.

Exam time	Number of questions per module												Exam name	Certification Track																																	
	1	2	3	4	5	6	7	8	9	10	11	12																																			
1 hour 30 minutes													3	8	4	18	4	3	SWIFTNet Messaging	SWIFTSolutions Integration - Technical																											
2 hours 20 minutes																		9	14		8	20	30	SWIFTSolutions Integration (Theory)																							
1/2 day																								SWIFTSolutions Integration (Practical) [1]																							
1 hour 30 minutes																								3	8	4	18	4	3	SWIFTNet Messaging	SWIFTNet Cash reporting																
1 hour 40 minutes																													SWIFTNet Cash Reporting																		
1 hour 30 minutes																													3	8	4	18	4	3	SWIFTNet Messaging	SWIFTNet E&I											
1 hour 40 minutes																																		SWIFTNet E&I													
1 hour 30 minutes																																		3	8	4	18	4	3	SWIFTNet Messaging	SWIFT for Corporates						
1 hour 40 minutes																																					SWIFT for Corporates										
1 hour 30 minutes																																					3	8	4	18	4	3	SWIFTNet Messaging	SWIFTNet TSU			
1 hour 40 minutes																																							SWIFTNet TSU								
1 hour 30 minutes																																							3	8	4	18	4	3	SWIFTNet Messaging	SWIFTNet Bulk Payments for SEPA	
2 hours	24	12	6	18																																				SWIFTNet Bulk Payments for SEPA							
1 hour 30 minutes																																								3	8	4	18	4	3	SWIFTNet Messaging	SWIFTNet Funds
1 hour																																									SWIFTNet Funds						

Modules

- SWIFTNet General
- Network
- Core Messaging Services
- SWIFTNet Interfaces
- Security
- Messaging Standards
- Implementing SWIFTSolutions
- SWIFTNet Operations
- SWIFTAlliance Gateway Integration
- SWIFTAlliance Access Integration
- Standards
- SWIFTSolutions for Payments Clearing
- SWIFTNet Bulk Payments
- SWIFTNet Cash Reporting
- SWIFTNet Exceptions & Investigations
- SWIFTNet Trade Services Utility
- SWIFTSolution for Corporates
- SWIFTNet CLS/TPS/SWIFTNet Accord
- SWIFTNet FIX
- SWIFTNet Data Distribution
- SWIFTNet Funds
 - General
 - Features and Functions
 - Operating Requirements
 - Rulebook
 - General
 - Features and Functions
 - Rulebook
 - Corporate Business
 - SWIFTNet Solutions for Corporates
 - SWIFTNet TSU
 - General
 - Features and Functions
 - SWIFTNet Features
 - Rulebook
 - Standards
 - Messaging
 - Reference Data
 - Testing Program

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Appendix B

B.1 Monthly Activity Report

SWIFTReady service provider- Monthly Activity Report

SWIFTReady Service Provider - Monthly Activity Report													
SWIFT Ready Service Provider		Name: Service Provider Name PIC: SPXXCCLL		Reporting Period		Month: 01 Year: 2010		Contact responsible for this report @ the SWIFTReady Service Provider		Name: Contact name Tel no: +32 2 655 4726		Export XML and email Export XML	
No	BIC code	Product Info		Intervention(*) Info				SWIFTReady Service Provider Engineer who delivered the service	Contact @ the Customer			Customer Satisfaction Rate	Additional Comments
		Products	OS Platform	Type of intervention	Duration of intervention (days)	ATLAS Case Ref Number (if any)	Final date of intervention (dd/mm/yyyy)		Date Type	Name of Contact	Tel no of Contact		
1													
2													
3													
4													
5													
6													
7													
8													
9													
10													
11													
12													
13													

B.2 SWIFTReady Services Certificate

SWIFTReady services certificate



SWIFT Partner Management is proud to award the SWIFTReady Services label to

➤ **Full company name**

for its Service Delivery Centre in City, Country to perform implementation, integration and upgrade services in 2010 for the below SWIFT products and solutions

Patrik Neutjens
Head of Partner Management



Alliance Access, Alliance Entry, Alliance Starter Set, Alliance RMA and SWIFTNet Connectivity, ...

SWIFT © 2010

B.3 Expertise Certificate

SWIFT-Certified Expert certificate



B.4 SWIFT Contacts

Contacts

For more information about SWIFT partner contracts, contact the following individuals:

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Generic e-mail address

partner.management@swift.com

B.5 SWIFTReady Label

Logo



The label is issued for a specific Service Delivery Centre and is valid for the calendar year in which it is issued. The "country" and "year" are detailed in this section. For full details on the usage of labels, see the *Guidelines for use of the SWIFT partner logo*.

- **Year**

This indicates the year during which the SWIFTReady service provider is certified to provide a predefined set of services using SWIFT-Certified Experts. SWIFT refers its customers to the SWIFTReady service providers list on www.swift.com > Solutions > Partner programme > SWIFTReady services for the certification scope of each SWIFT partner. The purpose of the Year indication is to ensure that SWIFT customers can easily recognise the service providers that maintain an up-to-date certification.

- **Country**

This indicates the location of the Service Delivery Centre where SWIFT-Certified Experts are available locally. A SWIFTReady service provider may maintain multiple Service Delivery Centres in a given country. The addresses of the Service Delivery Centres are available in the SWIFT partner list on www.swift.com > Solutions > Partner programme > List of SWIFT partners. The country indication enables SWIFT customers to identify the closest Service Delivery Centres and to select the most rapidly available and cost effective expertise.

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