

Premium

Faster and preventive support for time critical infrastructures



Support for medium size customers who need faster, pro-active and dedicated access to support

Benefits

- Faster resolution time
- Named support contact
- SWIFT knowledge of your infrastructure
- Mitigation of availability risks

Premium – the first support level of our Premium portfolio – is tailored to customers with business critical systems that require faster, pro-active and dedicated access to support.

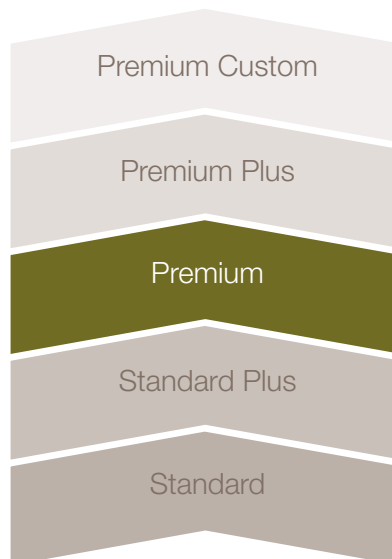
In addition to the advantages offered by Standard Plus, Premium provides priority call handling, case management escalation and yearly onsite assessment of the SWIFT applications.

Premium customers are assigned a **named support contact** from the technical support team. This engineer has a coordination role to address non-urgent matters and to maintain a quarterly oversight of open cases in Support.

To minimise downtimes, customers also benefit from yearly troubleshooting training.

Premium is the best choice for medium size customers needing additional value-added support features to help them maintain a fully functional operational environment.

Customers that require higher availability and reliability can opt for our Premium Plus or Premium Custom packages.



Offering

Call and Problem Management

- Faster technical and management escalation
All problems impacting your main message flow will immediately be handled by a specialist engineer. The SWIFT support engineer will initiate a management escalation within 30 minutes to ensure that the problem receives highest attention for resolution.

Preventive

- Annual health check
SWIFT conducts a health check of your prime SWIFT infrastructure to identify potential security, availability, and performance risks, and to provide recommendations for the implementation of best practices.
- Troubleshooting training
This annual course provides recommendations and guidelines to help you maintain your SWIFT environment, to troubleshoot the most commonly encountered problems, and to provide relevant diagnostic information when reporting a problem. The course is particularly useful for technical experts.
- Business continuity rehearsals
SWIFT conducts yearly disaster rehearsals to test the impact of specific events on your infrastructure. The tests offer you the opportunity to exercise and validate your readiness under less stressful circumstances.

Operational Account Management

- Named support contact
To maintain oversight of open cases SWIFT will assign a dedicated person who will be your contact person for coordinating support related issues.
- Case review
Your dedicated support person will review with you all cases submitted on a quarterly basis. This may allow you to detect areas in your operational expertise which could improve with the troubleshooting training.

Remote Support

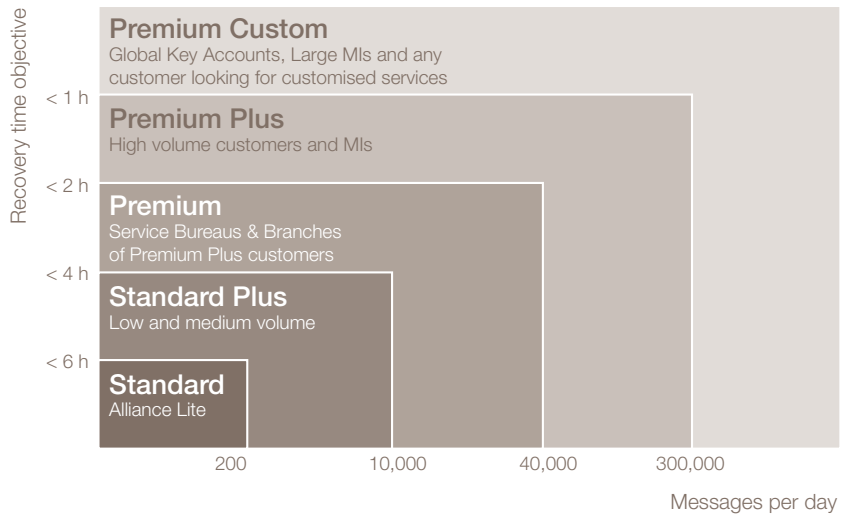
SWIFT is offering Remote Support as a payable low cost option to the existing support packages. Remote Support is a 'peace of mind' and improves SWIFT's capability of diagnosing complex or time critical problems, by allowing fast access to critical diagnostic data.

Access to your systems is secured, auditable and permission based. Should your policies prevent remote access, this feature can be disabled.

If you are interested in Remote Support, please refer to the detailed factsheet available at www.swift.com/support.

For more information about Premium support and its related advantages, contact your regional support centre or visit www.swift.com/support.

If you are interested in Premium Plus, please refer to the detailed factsheet available at www.swift.com/support.



If your business is time critical and your objective is to be able to recover from any component failure in less than four hours, then the Premium support package provides you with the services you require:

- Preventive support features to ensure your SWIFT systems are in optimal condition, analysing all vital components and systems performance.
- Faster problem management to ensure most effective restoration of service in case of operational problems.