



A secure and efficient way to diagnose and troubleshoot your problems

Benefits

- Secure
- Faster resolution
- No software installation
- Less contact shifts

Remote Support

Real-time problem solver

In today's complex environment, you are faced with a growing number of challenges. Remote Support brings you a secure service to troubleshoot and diagnose critical problems efficiently.

Offering

SWIFT is offering Remote Support as a payable low cost option to the existing support packages (Standard Plus, Premium, Premium Plus and Premium Custom). Under customer control and supervision, SWIFT enters your network area to help diagnose and troubleshoot 'SWIFT Interface' issues.

Remote Support enables direct access from one computer to another. You always decide upon the level of access you give to SWIFT to diagnose your problem.

Why use Remote Support

The Remote Support real-time problem solving service significantly speeds up the process of troubleshooting and isolating the problem, and consequently reduces downtime and your related costs of being out of business.

With Remote Support, we yield maximum customer benefit. The efficiency, by which support engineers handle your support issue, depends on their ability to quickly and accurately determine what is wrong and what can be done about it. Working real-time, via Remote Support, allows giving a more accurate

diagnosis, and consequently leads to a faster case resolution. As a result, we reduce the time to collect the required evidences, limit the probability of mistakes or misunderstandings, and increase first contact resolution.

Remote Support solution

Remote Support is based upon a state of the art technology.

This new service is hosted at SWIFT and controls the remote support session in a fully secure way. Remote Support is designed to work transparently, through firewalls, enabling a connection with any computer having internet connectivity, anywhere in the world. However, for certain highly secured networks, some configuration may be necessary.

Remote Support enables the support engineer to run diagnostic utilities, review log files, evaluate your production environment and verify system settings real-time.

Peace of mind

Using our Remote Support service for highly complex issues improves the service quality and reduces the cost of having SWIFT expertise on site. Moreover, working via Remote Support on a customer issue leads to a faster resolution of the case. The support engineer can immediately test the solution to your issue and check/discuss your acceptance of the solution. As a consequence, the likelihood of re-opening a case decreases drastically.

Minimum system requirements

Remote Support is available both over the SWIFT secure IP network (MV-SIPN) and over internet. No specific equipment is required to benefit from the service.

When using the service over the SWIFT secure IP network (MV-SIPN), SWIFT recommends operating the service on the newly available 'Alliance Connect Gold' packs, using the load sharing capabilities. This allows keeping the application performance at good levels. The service also works on the current connectivity packs but may impact the performance of SWIFTNet and FIN flows that use the same telecom line. Our tests have shown that this impact is generally minimal.

Access over the secure IP network

SWIFT's private secure IP network is the proprietary network which is used for the financial services. SWIFT intends to make the Remote Support facility available using the same path as the one used to allow access to swift.com over SWIFTNet. The benefit is that SWIFT is then in the production area where the SWIFTNet Link operates.

For full details about accessing swift.com over SWIFTNet, consult our Knowledge Base tip 2158460.

Access over internet

Once the connection is established with your internet workstation, you need to link us into your 'production' environment where the Alliance Access and Gateway are residing. Most likely, these applications are behind other firewalls. This access is "entirely under customer control" and builds on what you have in place today.

Ready to order?

Contact your regional support centre, SWIFT account manager or go to www.swift.com/support to order Remote Support.

About SWIFT

SWIFT is the industry-owned co-operative supplying secure, standardised messaging services and interface software to nearly 8,000 financial institutions in 206 countries and territories. SWIFT members include banks, broker-dealers and investment managers. The broader SWIFT community also encompasses corporates as well as market infrastructures in payments, securities, treasury and trade. Over the past ten years, SWIFT message prices have been reduced over 80%, and system availability approaches 5x9 reliability — 99.999% of uptime.

For more information please contact your regional support centre or visit www.swift.com/support