



Multi channel support  
for low to medium size  
customers

## Benefits

- Service provided globally 24x7
- Follow the sun support model with regional support centres in EMEA, Asia-Pacific and Americas
- Online support on [www.swift.com](http://www.swift.com)
- Unlimited support by telephone, e-mail and web
- Reporting and pro-active monitoring
- Onsite support

## Standard Plus

Global 24x7 world class support for all SWIFT Customers

SWIFT provides a variety of support offerings tailored to customers' needs.

Standard Plus is offered to all SWIFT customers. It provides 24x7 access to SWIFT expertise in our regional support centres.

Standard Plus customers benefit from unlimited support by telephone, e-mail and web, including pro-active notification in case of connectivity issues.

This support package is the ideal solution for low to medium messaging volume customers.

Customers that require a higher level of service can opt for one of our Premium support packages.

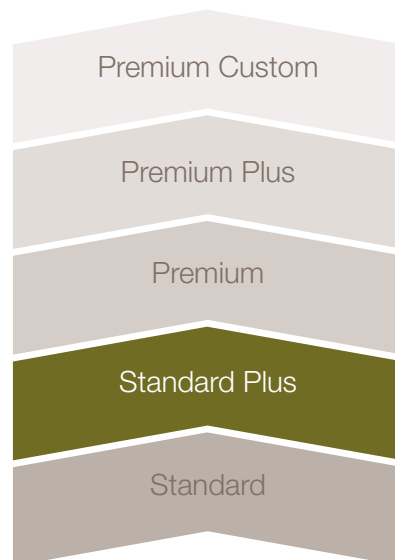
## Offering

### Call and Problem Management

#### Online Support

Standard Plus gives you access to a number of self-service facilities on [www.swift.com/support](http://www.swift.com/support). These facilities include:

- Knowledge Base  
A comprehensive database of information that helps you find answers to technical questions and obtain guidance to resolve problems.
- [swiftcommunity.net](http://swiftcommunity.net)  
A support forum for sharing experiences and solutions with other customers.
- Self-help guide  
A complementary source of information to the Knowledge Base to help you maintain and troubleshoot your SWIFT environment.
- Download centre  
A platform for downloading current software releases and patches, including the related installation information.



- **Billing information**  
A service for accessing up to 12 months of billing information.
- **Secure channel**  
A tool where security officers can perform registration, administration and security tasks for SWIFTNet and Alliance.
- **Manage your profile**  
A central page where you can maintain your own contact details, such as your e-mail address and your operational role, as well as information related to your organisation. This allows SWIFT to have access to the latest contact information and to notify the appropriate individuals if a problem arises.

#### Regional Support Centres

As an alternative to using the self-service facilities, you can contact one of the regional support centres in EMEA, Asia-Pacific and Americas.

Our support centres are available 24 hours a day, 7 days a week, ensuring round-the-clock support coverage. Each contact initiated with the support centre is allocated a unique case number to ensure timely follow-up and response by our qualified staff.

You can access our support centres through the following channels:

- **Telephone**  
You can benefit from 24x7, unlimited phone support and engage with a team of multi-lingual experts.
- **E-mail**  
You can interact with SWIFT experts through e-mail, either to initiate a new problem report or to provide evidences to an existing case.
- **Web**  
As an alternative to e-mail support, you can report your query online by using the case manager facility on [www.swift.com/support](http://www.swift.com/support).

Subscribe to receive operational status notifications by e-mail. Using your profile on [swift.com](http://swift.com), you can subscribe to receive operational status notifications by e-mail.

#### Benefits of case manager

- As soon as you submit your query, it is recorded as a case and it is visible to our qualified staff.
- You and your institution are immediately identified at SWIFT.
- You can update and monitor the progress of your case in real time.
- You are notified by e-mail of any significant changes made to your case.
- You have access to all cases, even cases reported through other channels.

#### Monitoring and Reporting

SWIFT provides reports and publishes information about connectivity problems, service incidents, planned changes, business continuity weekends, and scheduled network downtime. This information is available on [www.swift.com/support](http://www.swift.com/support).

- **Operational status**  
The latest operational status of the network and systems availability is displayed in real time, together with fallback and recovery information.
- **Leased line usage report**  
To enable you to analyse trends and manage peaks in traffic, the monthly leased line usage report provides information about the bandwidth you are using on your SWIFTNet connections.
- **Connectivity notifications**  
SWIFT continuously monitors your permanent connections and notifies you when there is a connectivity problem, when subscribed to our e-mail notification service.

#### Preventive

- **Newsletters**  
SWIFT regularly sends newsletters to inform customers about the latest operational news on a range of topics. Using your profile on [swift.com](http://swift.com), you can subscribe to this pro-active service and receive the newsletters by e-mail.

#### Operational Account Management

- **Configuration browser**  
Using the configuration browser tool, you can view technical configuration and details of all your SWIFT products and services online.

#### Onsite Support

Should you require help with the installation or upgrade of our products, SWIFT provides a chargeable implementation service. The implementation service is delivered by SWIFT or by an accredited SWIFTReady service provider, under direct responsibility from SWIFT.

SWIFT has arrangements with a number of service providers. A complete list of service providers and the details of their certification is available at [www.swift.com/partners](http://www.swift.com/partners).

#### 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.

#### Access

To access and use Standard Plus support, you must register for the service on [www.swift.com](http://www.swift.com).

As soon as you register you receive your personal support registration card and registration number. This number is required when calling the regional support centres. It allows our analysts to serve you in a personalised way without further delays.

*For more information about Standard Plus and its related services, please contact your regional support centre or visit [www.swift.com/support](http://www.swift.com/support).*

*If you are interested in one of our Premium support packages, please refer to the detailed factsheets available at [www.swift.com/support](http://www.swift.com/support).*