

## Support Services portfolio

### Multi-level 24x7 world class support



Five levels of support tailored to your needs

SWIFT provides 24x7 global support services to all its customers for all SWIFT services and products.

Our qualified staff in the regional support centres will always ensure rapid problem resolution and timely responses to all your enquiries.

Because you have different needs, SWIFT offers five levels of support options.

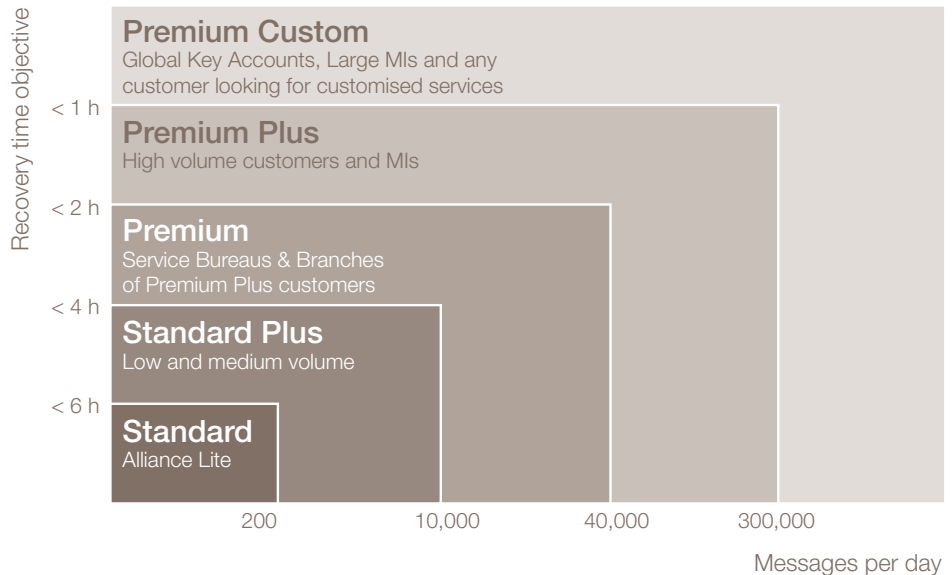
Standard support is tailored to the Alliance Lite customers.

Standard Plus is provided to all other SWIFT customers and is an integral part of the SWIFT membership.

SWIFT's three Premium service levels – Premium, Premium Plus and Premium Custom – cover the needs of customers who operate time critical infrastructures and require both pro-active and advanced problem management capabilities. Customers who have an objective to recover operations within minimal timeframes should consider one of the Premium packages.

#### Benefits

- Online support on [www.swift.com](http://www.swift.com)
- 24x7 access to SWIFT expertise through your preferred channel:
  - telephone
  - e-mail
  - web
- Follow the sun support model with regional support centres in EMEA, Asia-Pacific and Americas
- Your choice of support level according to your specific needs



## Support Offerings

### Standard

- Web based service provided globally 24x7 for Alliance Lite customers.
- Unlimited support by e-mail and web.
- Includes three months free telephone support, with the option for unlimited telephone support service.
- Support bundled with your Alliance Lite subscription.

### Standard Plus

- For low to medium messaging volume customers.
- Provided globally 24x7 for all SWIFT services and products.
- Unlimited support by telephone, e-mail, and web.
- Reporting and pro-active monitoring.
- Support bundled with your SWIFT membership.

### Premium

- This service is tailored to support customers with business critical systems that require faster, proactive and dedicated access to support.
- Provides additional value-added support features such as priority call handling, case management escalation and named support contact.
- Onsite assessment of your SWIFT systems and troubleshooting training to help you maintain a fully functional environment.

### Premium Plus

- For high volume institutions managing complex infrastructures that require high availability and reliability.
- Provides customers high levels of pro-active support and personalised incident and crisis management.
- Features include personal SMS notifications, pro-active messaging and connectivity monitoring, automated health checks and business continuity rehearsals.
- Dedicated service manager who oversees all deliverables of the support service and acts as a single point of contact for managing the operational relationship.

### 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.

### Premium Custom

- The highest level of customised services is provided by Premium Custom.

*For more information, please refer to the detailed factsheets available at [www.swift.com/support](http://www.swift.com/support) or contact your regional support centre or SWIFT account manager.*

## Support Matrix

Support Offering	Standard	Standard Plus	Premium	Premium Plus	Premium Custom
Support site on swift.com	✓	✓	✓	✓	✓
Knowledge base	✓	✓	✓	✓	✓
Self-help guide	✓	✓	✓	✓	✓
Operational status on swift.com	✓	✓	✓	✓	✓
Incident/crisis reports on swift.com	✓	✓	✓	✓	✓
Download centre on swift.com	✓	✓	✓	✓	✓
Billing information on swift.com	✓	✓	✓	✓	✓
Online case manager	✓	✓	✓	✓	✓
24x7 regional support centres	✓	✓	✓	✓	✓
Phone access (90 days free)	✓	✓	✓	✓	✓
Online communities and forums	✓	✓	✓	✓	✓
Phone access (unlimited)		✓	✓	✓	✓
Newsletters and product updates		✓	✓	✓	✓
Connectivity monitoring/alerting		✓	✓	✓	✓
Configuration browser		✓	✓	✓	✓
Remote support		○	○	○	○
Onsite emergency support				✓	✓
Priority call handling			✓	✓	✓
Management escalation			✓	✓	✓
Named support contact			✓	✓	✓
Case reviews			✓	✓	✓
Troubleshooting course			✓	✓	✓
Infrastructure health checks			✓	✓	✓
Business continuity rehearsals			✓	✓	✓
Service manager				✓	✓
Incident and crisis management				✓	✓
Customer contact certification				✓	✓
Support usage analysis reports				✓	✓
Messaging monitoring/alerting				✓	✓
Customer availability reports				✓	✓
Incident SMS notification				✓	✓
Dedicated technical support team				✓	✓
Command centre attention				✓	✓
Health check follow-up				✓	✓
Customised service features					✓

✓ Included in the support package

○ Optional payable service