



# SWIFT for high-value payment market infrastructures

– End-to-end solutions for payment clearing and  
settlement

Complementary information about how SWIFT services can add value to High-Value  
Payment Market Infrastructures

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## Purpose

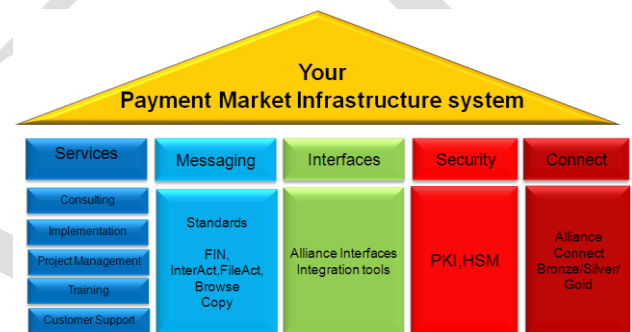
This document contains an update that replaces the section professional services on page 45 of *the SWIFT for high-value payment market infrastructure brochure*.

## SWIFT comprehensive products&services for High-Value payment Market Infrastructure

The transformation or renewal of a high-value payment market infrastructure (HVPMI) is a complex and lengthy project. The end result, the go-live of the Market Infrastructure, is key to the national economy and financial stability of a country.

Time to market, successful project delivery within budget and doing it right the first time are the main business criteria for HVPMIs . It is therefore fundamental for the HVPMI to define the solution and to select the resources and partners in a ‘bullet proof way’ so to secure implementation quality eliminating any potential pain points

In order to help customers to achieve this, SWIFT provides a comprehensive solution based on a 5-pillars approach covering all the components required to support a high-value payment system with efficient financial messaging services.

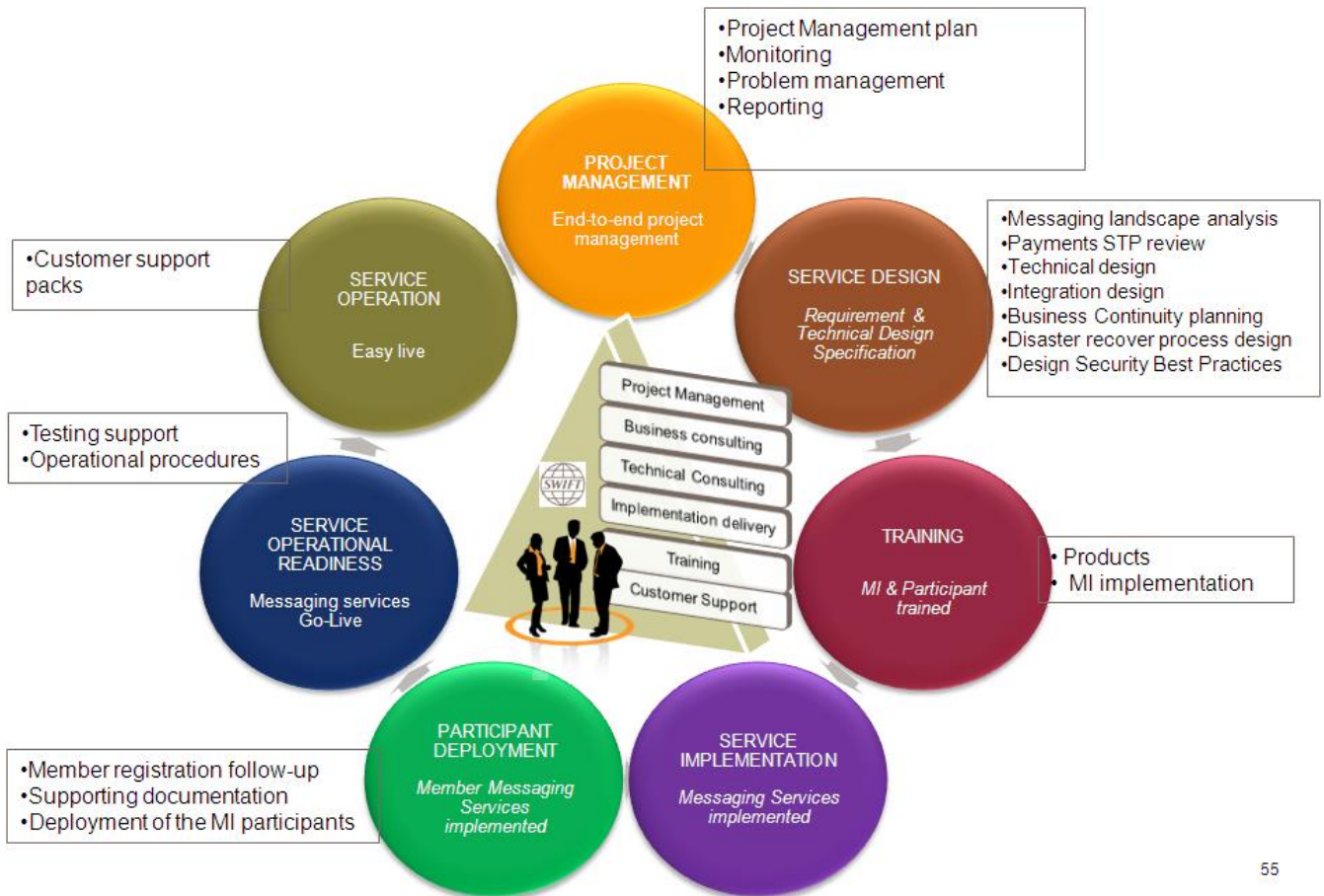


## SWIFT services for High-Value payment Market Infrastructure

This section describes the SWIFT service pillar. The description of the other pillars can be found in the SWIFT for high-value payment market infrastructures brochure and/or on [SWIFT.com](http://SWIFT.com) website ([Messaging](#), [Connectivity](#))

The SWIFT Services portfolio is comprised of three major pillars – SWIFT Training, SWIFT Consulting, and Support Services.

SWIFT Services can assist the Market Infrastructure and its member community end-to-end covering the entirety of the project, which includes project management, design optimal messaging infrastructures, implementation, integration, participant deployment support, training, and support services.



## 1) Business & technical consulting services

SWIFT’s product and services expertise can be leveraged to further automate business flows, reduce cost and risk, extend and improve the service to the end-clients, and identify areas for growth.

Our business consulting teams provide advice on business process optimization, channel rationalization, and better usage of existing SWIFT standards and services leveraging international best practices and adapting to the needs of the Market Infrastructure and its community.

The technical consulting teams provide recommendations on the technical design of the required SWIFT infrastructure, and its related procedures, with the aim to reduce your costs and risk. In addition, the technical team can support the implementation, deployment and operational readiness phase.

## 2) Implementation Services

Through SWIFT Implementation Services, we provide the following services:

- Onsite installation or upgrades, hands-on training and configuration of SWIFT interface software
- Integration services to help our customers with the technical integration of various platforms with the SWIFT messaging and interface solutions
- Development, testing and go-live with Alliance Integrator
- Hands-on Migration support to the Market Infrastructure and its member community

Delivery of the installation services is carried out by certified engineers and by specialised integration specialists with extensive knowledge of SWIFT protocols and standards.

Typical project phases requiring these services are the implementation, deployment and operational readiness testing phases.

### 3) Project management services

To help you with your SWIFT related projects, the SWIFT Services team provides the following services:

- End-to-end Project assistance or project management to assist with or manage complex SWIFT related projects.
- Single point of contact during the lifecycle of the SWIFT project for project related advice bringing SWIFT expertise throughout the lifecycle
- Creation of a customised SWIFTNet project plan, creation detailed SWIFTNet project plan and alignment with the Market Infrastructure's master project plan
- Oversight of the administrative functions behind a SWIFT project, for example providing assistance with the ordering, provisioning, and on boarding of customers
- Deployment management and support for the entire member community (i.e. participants) on:
  - ✓ Connectivity infrastructure
  - ✓ Interface upgrades
  - ✓ Back office application modification/integration
  - ✓ Testing
  - ✓ Preparation for smooth go-live
- Management of the migration process, supporting the Market Infrastructure and its members throughout the project (from current to new business model) through the use of a Project Management Office. This support is available from initial assessment through to the final decommissioning of the old services.

Delivery is carried out by certified project managers experienced in managing SWIFT related projects or by subject matter experts on the SWIFT portfolio, the organisation and the administrative processes

#### 4) **SWIFT Training Services**

The SWIFT training programme aims to support SWIFT members and to help them get the most out of their SWIFT connection. The mission is to help members increase their knowledge of the SWIFT infrastructure and the different message types in order to improve automation and service levels and decrease operational costs.

Training is provided through various delivery mechanisms and channels such as e-Training, webinars, onsite training, and the classical class-room training by multi-lingual and certified instructors with versatile skills and knowledge. For a community project, a tailored course(s) can be developed to meet the specific requirements of the market infrastructure community. For further information about SWIFT Training, please visit the Training section [Payment & Cash Management](#) on swift.com. SWIFT Training provides payment market infrastructures with an end-to-end payments and technical training solution.

Our offering ranges from introductory courses for market infrastructures that have just set-up their business to advanced, customised training.

Introductory training will equip market infrastructures with the basic concepts of payments systems and flows.

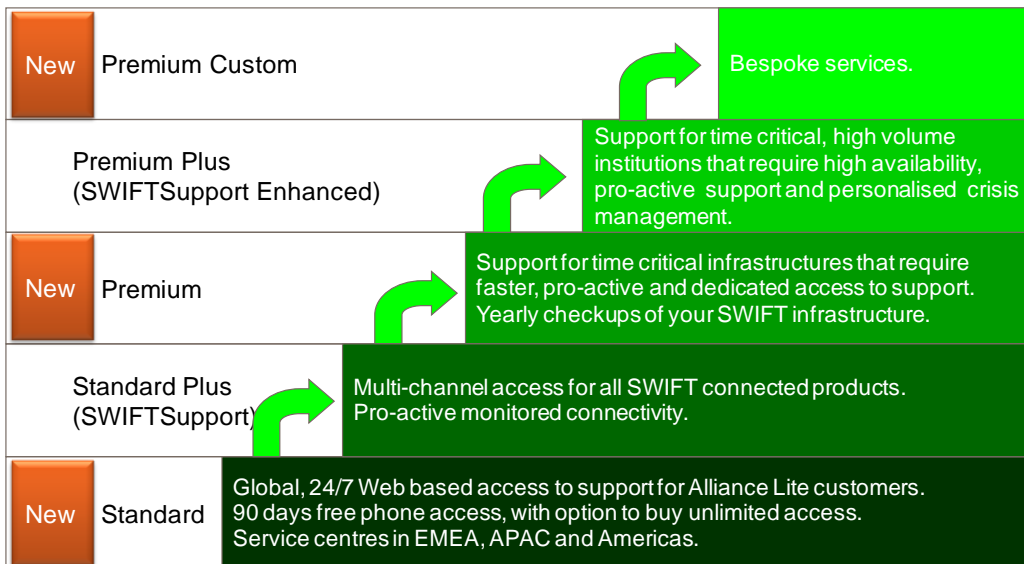
At the next level, we offer detailed training on payment message standards and SWIFT payments for clearing and settlement, including cash management.

Complementing this is a complete range of SWIFT infrastructure courses providing customers with basic to advanced technical knowledge.

#### 5) **Support Services**

SWIFT provides 24x7 support services using the follow the sun principle. You can use the SWIFT Support online services available on [www.swift.com](http://www.swift.com) > Support or you can contact the SWIFT Customer Service Centre by telephone.

In addition to the Standard Support services, SWIFT provides customers with time-critical infrastructure support packages that include proactive monitoring, proactive reporting, field services and health checks as well as onsite assistance in case of blocking problems.



*Standard* Standard is offered to Alliance Lite customers, and addresses the needs of SWIFT's low volume customers. Provided free of charge to all customers that subscribe to Alliance Lite, Standard offers unlimited web and e-mail access to Support. It also includes 90 days free telephone support, with the chargeable option for unlimited phone support as of the moment SWIFT makes the Alliance Lite service available to the customer .

*Standard Plus* Standard Plus is offered to all other SWIFT customers. Previously known as SWIFT Support, Standard Plus is offered free of charge and provides unlimited support by web, e-mail, and telephone. This package is designed for low to medium messaging volume customers.

*Premium* Premium provides faster and preventive support. It is designed for medium size customers that operate business critical infrastructures and must recover operations in the shortest possible time frames. Premium provides preventive support features to help customers maintain a fully functional environment, as well as faster response times to help them get their interfaces and SWIFTNet connectivity working as fast as possible.

*Premium Plus* Premium Plus is for high volume and highly resilient SWIFT infrastructures. Previously known as SWIFT Support Enhanced, Premium Plus is the best choice for high volume institutions managing complex infrastructures that require high availability and reliability. It provides high levels of proactive support and personalised incident and crisis management.

*Premium Custom* Under the Premium Custom package, SWIFT offers the customer the opportunity to customize the Support services fully. The Premium Custom Support package includes all the features included in the other Support levels, plus additional features that the customer may require. SWIFT works directly with the customer to provide a programme that meets specific Support requirements.

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