



Support: do you have what it takes to  
face new challenges?  
*Sibos 2009*

Karel De Kneef

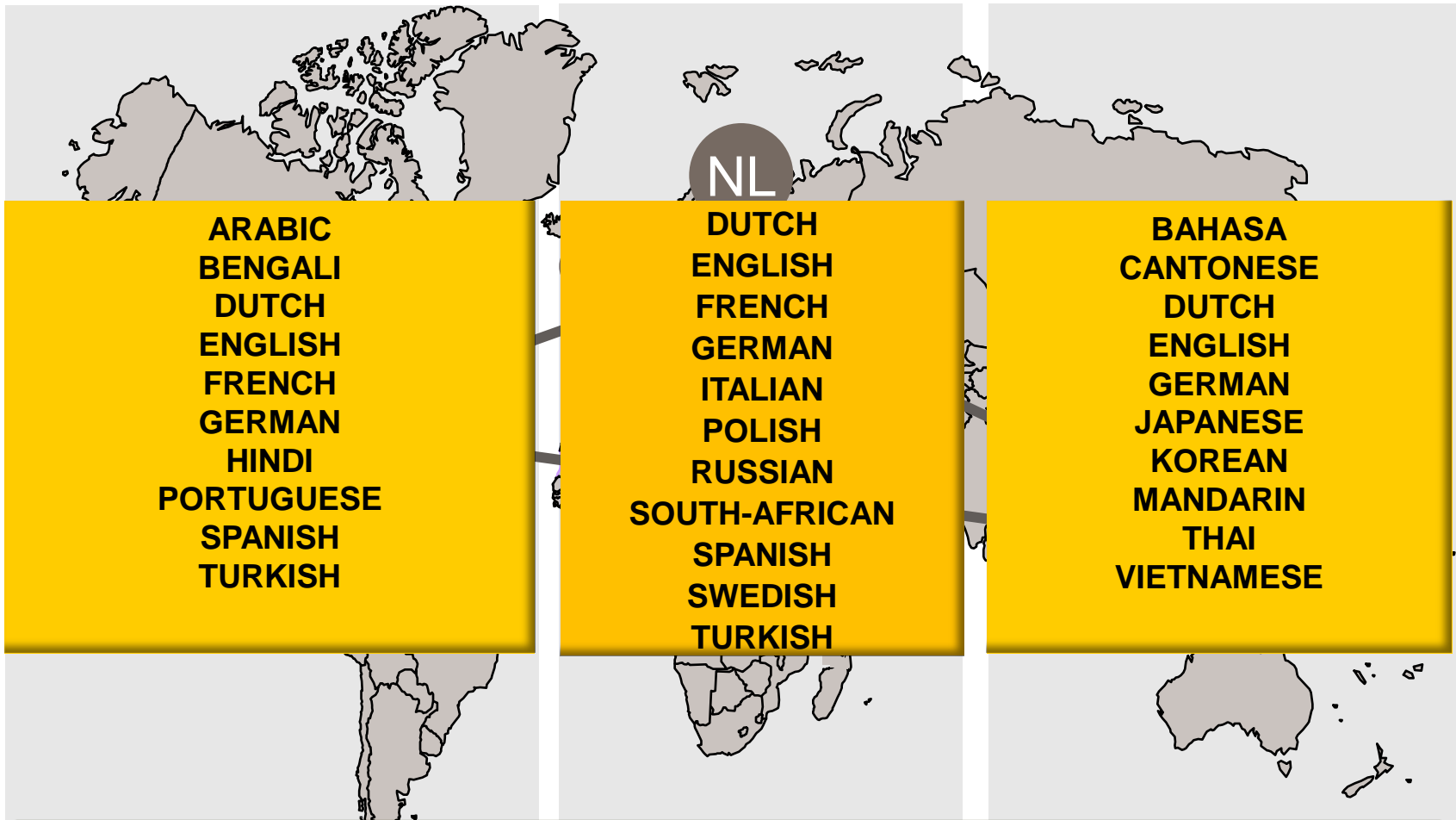
15 September 2009



# Overview

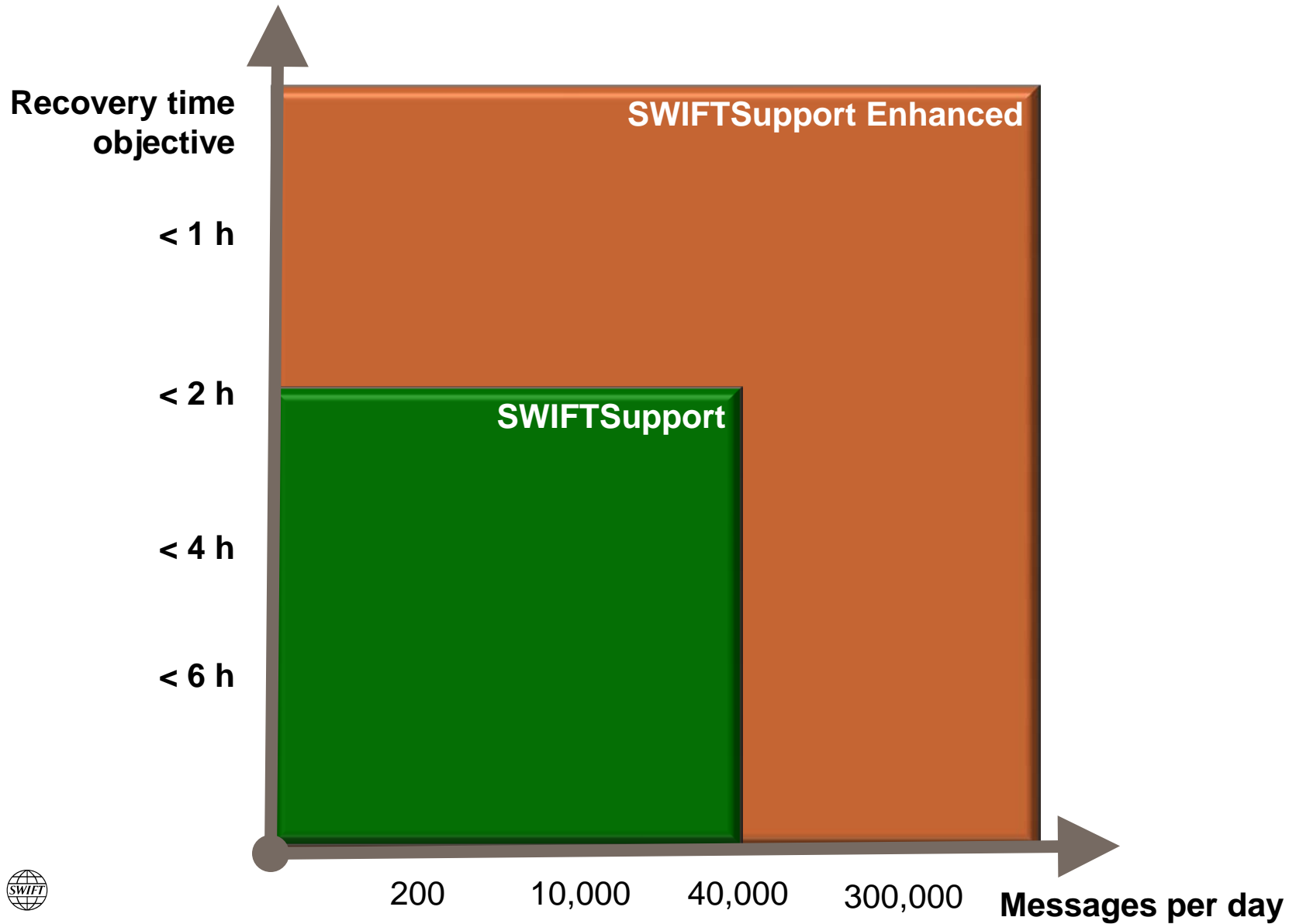


# Support Where are we ?



20 languages covered

# Before



# Evolution of current support packages

|                                | SWIFTSupport  |  | SSE   |  |
|--------------------------------|---|--|---|--|
| Call & problem management      | 24/7<br>Phone access<br>On-line support<br>Regional centres |  | Priority handling<br>Incident and crisis mgt    |  |
| Monitoring                     | Managed connectivity  |  | Connectivity and messaging<br>Phone alerting    |  |
| Reporting                      | Incident reporting on Swift.com                             |  | Case review<br>Support analysis<br>Availability |  |
| Preventive                     | Newsletters   |  | Health checks<br>Business continuity tests      |  |
| Operational account management | <i>Not available</i>  |  | Service Manager                                 |  |
| On site support                | Emergency consultancy                                       |  | On request for blocking problems                |  |
| Products                       | Embedded Supportability                                     |  |   |  |

# Evolution



# Why change?



# Why change?

Technology  
evolution

Product offering

Customer  
requirements

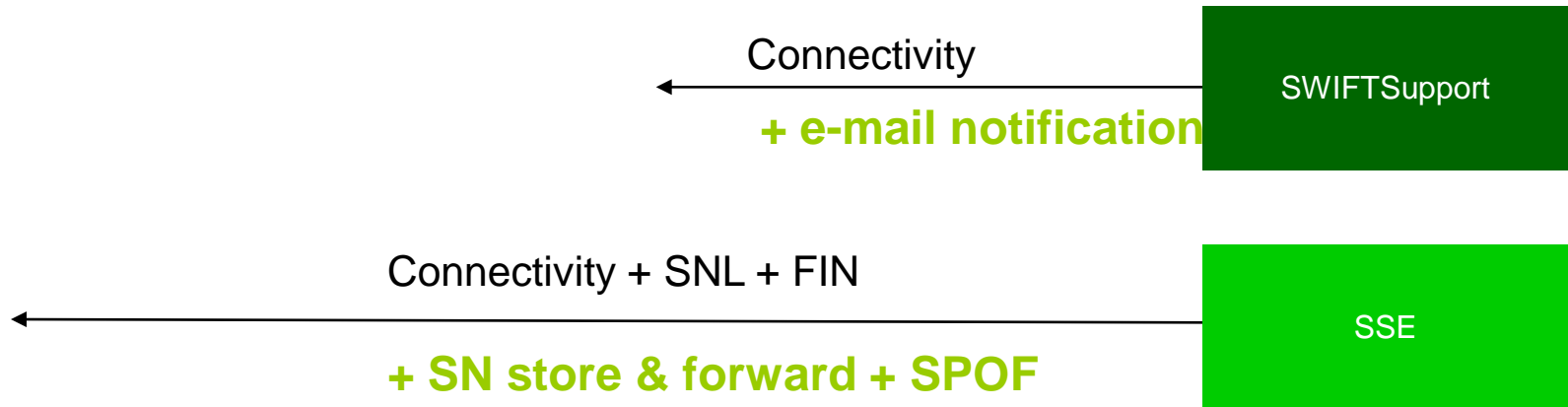
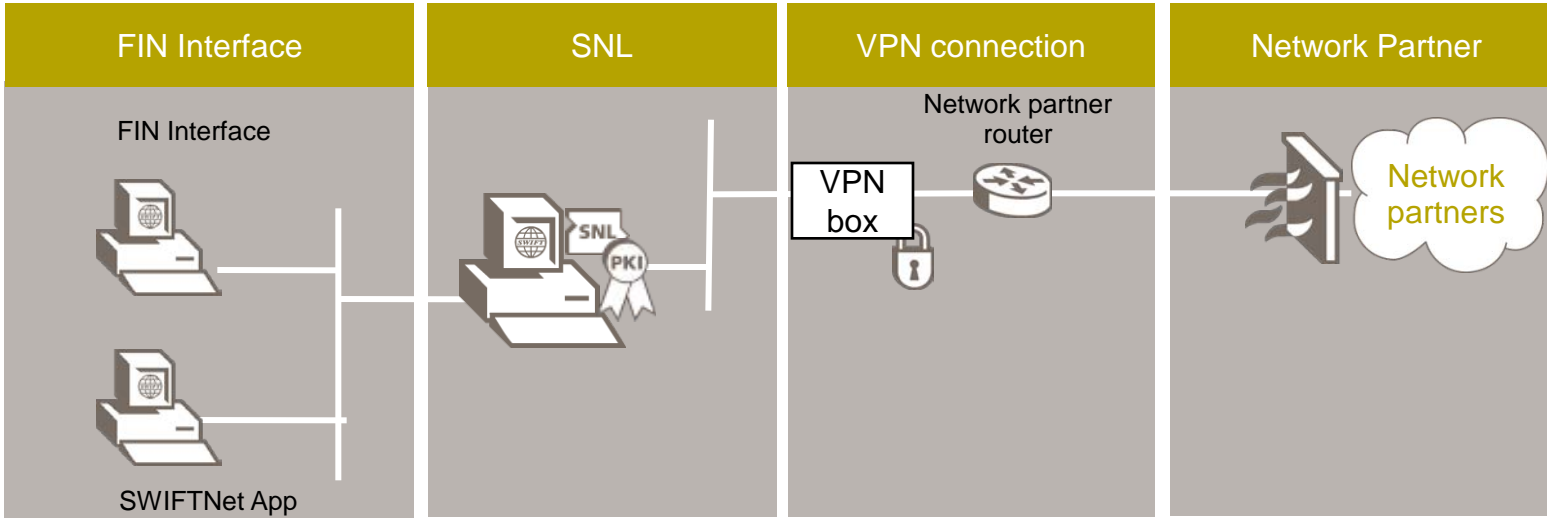
Pro-active support  
Personalised notification via text messages  
Remote support



# Evolution of current support packages

|                                      | SWIFTSupport  |                                 | SSE   |                                       |                                    |
|--------------------------------------|---|---------------------------------|---|---------------------------------------|------------------------------------|
| Call & problem management            | 24/7<br>Phone access<br>On-line support<br>Regional centres | Multi-Lingual<br>Website (2008) | Priority handling<br>Incident and<br>crisis mgt | SMS<br>(2009)                         | Remote<br>support<br>(2009)        |
| Monitoring                           | Managed<br>connectivity                                     | Email alerts<br>(2009)          | Connectivity and<br>messaging<br>Phone alerting | S&F alerts<br>(2009)                  |                                    |
| Reporting                            | Incident reporting<br>on Swift.com                          |                                 | Case review<br>Support analysis<br>Availability | New reports<br>(2009)                 |                                    |
| Preventive                           | Newsletters   |                                 | Health checks<br>Business<br>continuity tests   | Improved<br>health checks<br>(2009)   |                                    |
| Operational<br>account<br>management | <i>Not available</i>  | Configuration<br>Browser (2008) | Service Manager                                 | Operations<br>manual online<br>(2008) | Ordering<br>facilitation<br>(2008) |
| On site<br>support                   | Emergency<br>consultancy                                    |                                 | On request for<br>blocking problems             |                                       |                                    |
| Products                             | Embedded Supportability                                     |                                 |   |                                       |                                    |

# Enhanced monitoring



# Remote support



Remote support  
under total customer  
**control** and **supervision**



# Why change?

Mid-size customers needing additional support features  
Top customers for bespoke services

Technology  
evolution

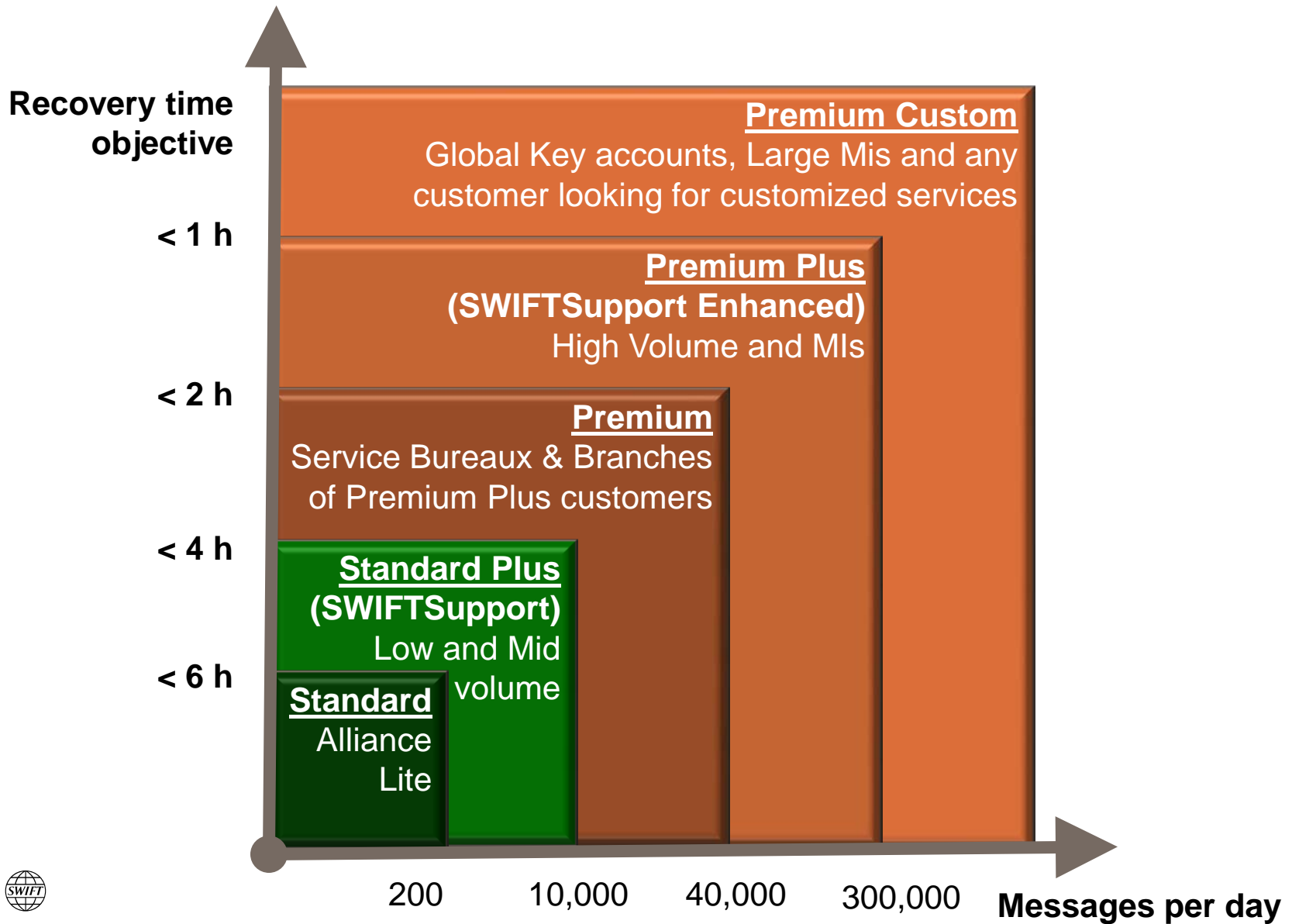
Product offering

Customer  
requirements

New range of products



Now



# Premium Features



## Reactive features

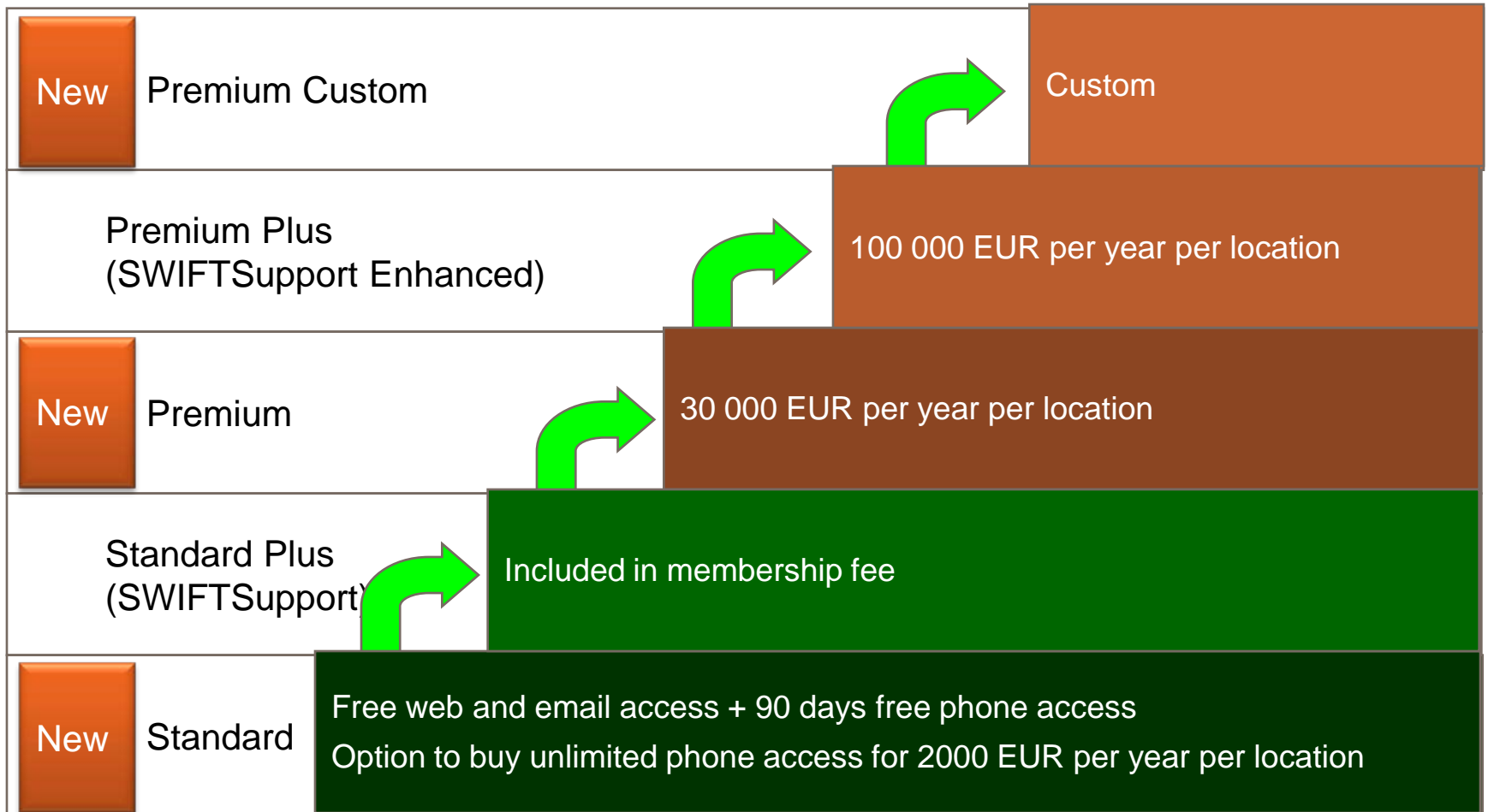
- Priority call handling
- Escalation to management
- Named support contact



## Pro-active features

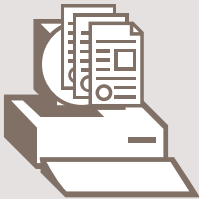
- Cases review
- Health checks
- Trouble shooting course

# New SWIFTSupport packages



# Preventive system screening (Health check)

**NEW!**  
**2010**



# For more information



The global provider of secure financial messaging services

Search swift.com...

Home > Support

Customer log in

El proveedor global de servicios seguros de mensajería financiera

Busque en swift.com...

Home > Soporte

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Le fournisseur mondial de services de messagerie financière sécurisés

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运行状态

Secure Channel

自助指南

支持联系人

支持快讯

订购支持服务

用户类别简化

**支持**

您可以通过电话或通过使用 7 天 24 小时的全天候在线支持服务来联系地区支持中心。

系统当前运行状况

**今日所有系统正常运行。**

24 August 2009 21:01 GMT

天文内容更新。

最新资讯

1,200 多个产品成功升级

“SWIFTReady 咨询服务” 标签简介

分布式架构：6 月状态报告发布

7 月 22 日：顺畅而轻松的客户体验

7 月 20 日：帮助企业财务部利用 SWIFT 加投资回报

7 月 3 日：14% 的 SWIFTNet 连接已升级



Customer Service

Support Multi-lingual

Stand Global Alliance

Customer Service

Stand Global Alliance

Customer Service

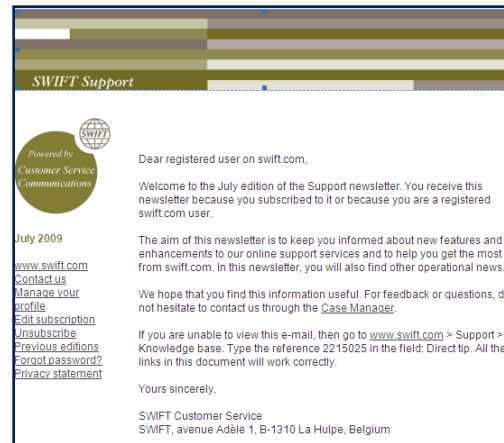
Stand Global Alliance

Customer Service

Premier Support

Customer Service

Premier Support



SWIFT Support

Powered by Customer Service Communications

July 2009

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Dear registered user on swift.com,

Welcome to the July edition of the Support newsletter. You receive this newsletter because you subscribed to it or because you are a registered swift.com user.

The aim of this newsletter is to keep you informed about new features and enhancements to our online support services and to help you get the most from swift.com. In this newsletter, you will also find other operational news.

We hope that you find this information useful. For feedback or questions, do not hesitate to contact us through the [Case Manager](#).

If you are unable to view this e-mail, then go to [www.swift.com](http://www.swift.com) > Support > Knowledge base. Type the reference 2215025 in the field: Direct tip. All the links in this document will work correctly.

Yours sincerely,

SWIFT Customer Service  
 SWIFT, avenue Adèle 1, B-1310 La Hulpe, Belgium



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Troubleshooting training

Configuration browser

Improved availability reporting

Priority call handling

Global support

Personal text message

Pro-active notifications

Additional automated health-checks

# Tailored support

24\*7

Pro-active notifications S&F queues

Management escalation within 30''

Personalised crisis management

Yearly infrastructure health checks

Troubleshooting training

Named support contact

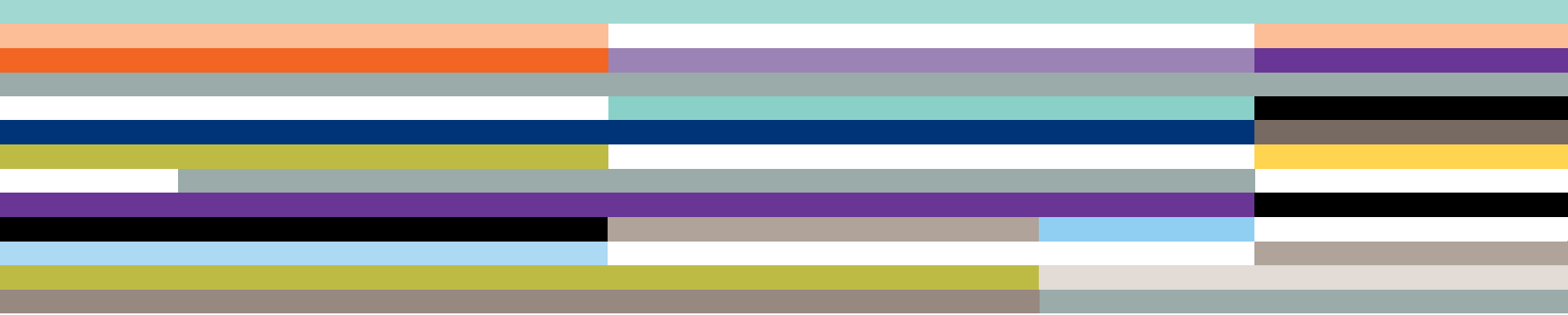
Web based access

Managing infrastructure

Free phone access

Case monitoring





Thank you

