



*Making
SWIFT services
selection easy*

Benefits

- SWIFT-certified experts
- Local onsite assistance
- Effective integration of solutions
- Smooth implementations of SWIFT software
- Regular upgrades and health checks
- Timely and trouble-free migrations

SWIFTReady services

Onsite assistance by SWIFT-certified experts

Do you know how to implement and integrate a solution into your back office?

Do you have the expertise to keep your SWIFT configuration up-to-date, in line with the latest upgrades and your changing needs?

Do you have the know-how to connect a corporate?

Do you know what it would cost you to miss your migration deadlines?

SWIFTReady service providers are there to help you. Their professional approach and SWIFT-certified expertise ensure that your systems are properly configured and maintained. These partners provide local resources, conveniently located near you.

SWIFT does not provide implementation or integration services for software and solutions. Our model is based on third-party service providers who are accredited by SWIFT to offer these services.

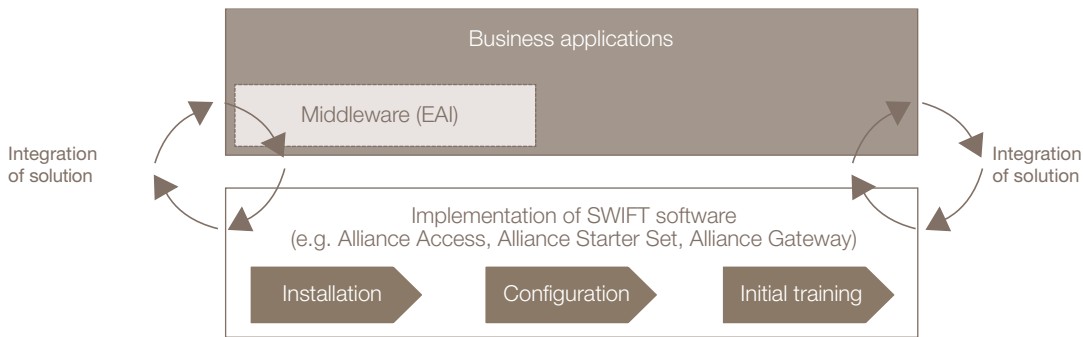
About 50 service providers are accredited around the globe, with over 120 SWIFT-certified experts ready to step in at a moment's notice to help you with your SWIFTNet infrastructure and SWIFT's solutions in any part of the world.



Ready Services
2008

*SWIFTReady certification
of solution components*

SWIFTReady certification programmes validate and recognise the various solution provider and partner capabilities available to SWIFT customers. These industry-recognised SWIFTReady labels are the most important reference tool for customers. Many customers use it as a key requirement in their RFI and RFP processes for seeking the right providers for their specific needs.



Scope of services

SWIFTReady certification programmes are classified into the following categories

- SWIFTReady certification of financial applications and EAI solutions
- SWIFTReady certification of services (and expertise to deliver such services)

In this factsheet we focus on SWIFTReady services. Please refer to the SWIFTReady applications factsheet for more information on the certification of financial applications.

Service providers

SWIFTReady service providers provide onsite assistance with SWIFT product implementations, migration assistance, connectivity implementations, and upgrades of SWIFT interfaces and other products. Their scope also includes implementation and integration of SWIFT's solutions.

Implementation of SWIFT software

SWIFTReady service providers are accredited to implement SWIFTNet products such as Alliance Access, Alliance Entry, Alliance Gateway, Alliance Starter Set, and SWIFTNet Link. These companies are closely monitored by SWIFT to ensure that they deliver quality service at pre-defined levels established by SWIFT.

Implementation of SWIFTNet connectivity

SWIFTReady service providers offer you local technical assistance with SWIFT-certified expertise on SWIFTNet connectivity. Such local assistance packages may range from performing specific coordination tasks such as being your ordering or network contact, to offering overall project management for your connectivity implementation.

Upgrades of SWIFT software and SWIFTNet connectivity

SWIFTReady service providers are well positioned with their SWIFT-certified experts to offer upgrade services and system care contracts.

Assistance with migrations

SWIFTReady service providers work hand in hand with SWIFT to offer onsite assistance for SWIFT migration programmes. These optional assistance packages range from ad hoc technical assistance for onsite intervention concerning a specific step in your migration project, to end-to-end management of your migration projects. SWIFTReady service providers offer onsite technical assistance packages to help you with all your migration projects.

Integration of SWIFT's solutions

Accreditation of SWIFTReady service providers includes implementation and integration services for SWIFT's solutions. Service providers provide you with access to a range of specialists around the world, located in your region, with the know-how to help you set up the SWIFT's solutions of your choice.

Implementation and integration of SWIFT's solutions require very specific expertise and resources. Experts are available to help you integrate SWIFT's solutions into your environment.

Service provider experts must demonstrate their knowledge of individual SWIFT's solutions by passing a series of examinations designed to test their knowledge of the business area related to the solution, as well as generic SWIFTNet services and messaging. Furthermore, they are required to demonstrate their expertise in the technical aspects of configuring SWIFT interface software to implement the solution.

Stringent accreditation

SWIFTReady service providers go through a stringent accreditation process. Their experts are certified by SWIFT, confirming that they are subject-matter experts capable of providing onsite installation, integration, and upgrade of your infrastructure.

The service provider organisations receive accreditation from SWIFT, recognising that they can take on certain well-defined tasks. SWIFT maintains ongoing close relationships with its service providers to ensure you are getting the best quality service.

Renewed annually, accreditation by SWIFT establishes a full training programme plus corresponding certification tests for the individual experts to ensure that service providers are knowledgeable about SWIFT products and services and provide a consistent level of quality service.

Accreditation domains	Accreditation tracks
SWIFTNet Infrastructure	Alliance Access/Entry/Starter Set Alliance Gateway/WebStation Alliance RMA SWIFTNet Connectivity
SWIFTNet for payments	Cash Reporting Exceptions and Investigations SWIFT for Corporates TARGET2 Bulk Payments for SEPA
SWIFTNet for trade	Trade Services Utility
SWIFTNet for securities	Funds EUCLID

Services available from SWIFTReady service providers

Not all service providers are accredited for the same tasks, and accreditation varies from one expert to another. To find out what tasks your local service provider is accredited to perform, please consult the Partners tab on www.swift.com/partners.

Certified expertise

What makes service providers special is that their experts pass stringent theoretical and practical exams to be certified by SWIFT. Only then are they allowed to deliver SWIFT-related services at your premises. Experts wear special badges proving that they are certified by SWIFT and showing the areas for which they are certified. To find out what tasks the individual SWIFT-certified experts are allowed to perform, please refer to the badge that the expert wears. The badge is your guarantee that the expertise of that individual has been certified by SWIFT. The back of the badge shows the list of areas for which the individual's expertise is certified.

There are two types of SWIFT-certified experts:

Technical experts

Technical experts are SWIFTReady service provider experts who have successfully demonstrated to SWIFT specific knowledge of certain SWIFTNet infrastructure elements, for example, Alliance Access, technical integration of SWIFT's solutions, and a basic understanding of the SWIFTNet offering. SWIFT-certified technical experts are expected to be able to install, configure, integrate, upgrade and troubleshoot specific SWIFTNet infrastructure elements.

Solutions experts

Solutions experts are SWIFTReady service provider experts who have successfully demonstrated to SWIFT sound knowledge of the business aspects of the implementation, integration, and upgrade of specific SWIFT's solutions, including their impact on the business processes of the customer, and a good understanding of the SWIFTNet offering. SWIFT-certified solutions experts are expected to be able to provide advice and guidance on the business aspects of the implementation, integration, and upgrade of specific SWIFT's solutions, including the implications of the coexistence of that solution with the subscription to other SWIFT services and products.

To become a SWIFTReady service provider for SWIFT's solutions integration, a company must have at least one technical and one solutions expert certified in the SWIFT's solutions integration area. To be accredited, the company must have certified experts covering at least two different SWIFT's solutions.

For more information, please contact your SWIFT account manager or SWIFT Partner Management at partner.solutions.generic@swift.com.