

SWIFT Service Partners

Onsite assistance by SWIFT-Certified Experts

- SWIFT-Certified Experts
- Local onsite assistance
- Smooth implementations of SWIFT software
- Regular upgrades and health checks
- Timely and trouble-free migrations
- Effective integration of SWIFTSolutions

Do you know what it would cost you to miss your SWIFTNet Phase 2 migration deadline?
Do you know how to implement and integrate a SWIFTSolution into your back office?
Do you have the expertise to keep your connectivity configuration in line with your changing needs?

SWIFT Service Partners 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.

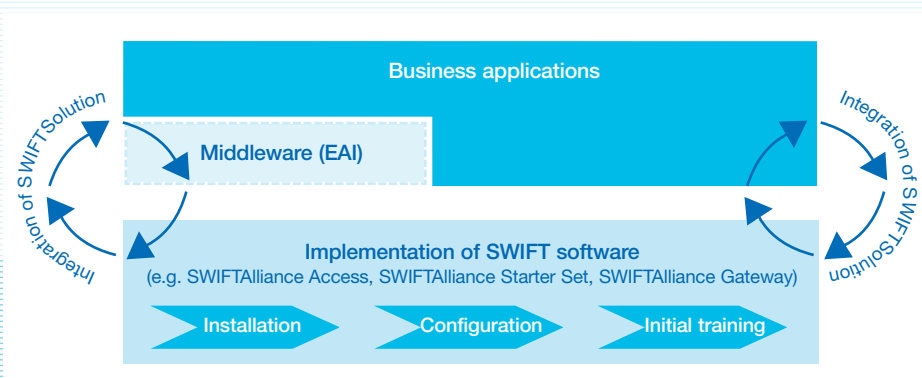
SWIFT does not provide implementation or integration services for software and solutions. Our model is based on third-party Service Partners who are accredited by SWIFT to offer these services.



About 50 Service Partners are accredited around the globe, with over 100 SWIFT-Certified Experts

ready to step in at a moment's notice to help you with your SWIFTNet infrastructure and SWIFTSolutions in any part of the world.





Scope of services

Services provided

SWIFT Service Partners 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 Solutions.

The following services are available from SWIFT Service Partners:

Implementation of SWIFT software

SWIFT Service Partners are accredited to implement SWIFTAlliance and SWIFTNet products such as SWIFTAlliance Access, SWIFTAlliance Entry, SWIFTAlliance Gateway, SWIFTAlliance 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

SWIFT Service Partners 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

SWIFT Service Partners are well positioned with their SWIFT-Certified Experts to offer upgrade services and system care contracts.

Assistance with migrations

SWIFT Service Partners 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. The current focus for all SWIFT Service Partners is to help you prepare for SWIFTNet Phase 2 and to offer onsite technical assistance packages to help you migrate.

Integration of SWIFT Solutions

Accreditation of SWIFT Service Partners includes implementation and integration services for SWIFT Solutions. Service Partners 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 Solutions of your choice.

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

Service Partner experts must demonstrate their knowledge of individual SWIFT Solutions by passing a series of examinations designed to test their knowledge of the business area related to the SWIFT 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 SWIFT Solution.

| Accreditation domains | Accreditation tracks |
|-------------------------|--|
| SWIFTNet infrastructure | SWIFTAlliance Access/Entry/Starter Set SWIFTAlliance Gateway/WebStation SWIFTNet Connectivity |
| SWIFTNet for payments | SWIFTNet Bulk Payments SWIFTNet Cash Reporting SWIFTNet Exceptions and Investigations SWIFTSolutions for Corporates SWIFTNet for TARGET2 |
| SWIFTNet for treasury | SWIFTNet Accord |
| SWIFTNet for trade | SWIFTNet Trade Services Utility |
| SWIFTNet for securities | SWIFTNet FIX SWIFTNet Funds SWIFTNet for EUCLID |

Accreditation of Service Partners

Stringent accreditation

SWIFT Service Partners 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 Partner organisations receive accreditation from SWIFT, recognising that they can take on certain well-defined tasks. SWIFT maintains ongoing close relationships with its Service Partners 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 Partners are knowledgeable about SWIFT products and services and provide a consistent level of quality service.

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





SWIFT-Certified Experts badge samples

Certified expertise

What makes Service Partners 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 SWIFT Service Partner experts who have successfully demonstrated to SWIFT specific knowledge of certain SWIFTNet infrastructure elements, for example, SWIFT Alliance Access, technical integration of SWIFT 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.

Business experts

Business experts are SWIFT Service Partner experts who have successfully demonstrated to SWIFT sound knowledge of the business aspects of the implementation, integration, and upgrade of specific SWIFT Solutions, including their impact on the business processes of the customer, and a good understanding of the SWIFTNet offering. SWIFT-certified business experts are expected to be able to provide advice and guidance on the business aspects of the implementation, integration, and upgrade of specific SWIFT Solutions, including the implications of the coexistence of that SWIFT Solution

with the subscription to other SWIFT services and products.

To become a SWIFT Service Partner for SWIFT Solutions integration, a company must have at least one technical and one business expert certified in the SWIFT Solutions integration area. To be accredited, the company must have certified experts covering at least two different SWIFT Solutions.

For more information please contact your SWIFT support centre or visit www.swift.com.

