



SWIFT

# Solutions Implementation Service Overview

This implementation guide provides an overview of the solutions implementation service. This information includes an explanation of the benefits of using the service, the steps to follow, and the responsibilities of each of the parties. The document also describes the quality standards that customers can expect from a SWIFTRReady service provider.

1 January 2009

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# Preface

## Purpose of the document

This overview provides detailed information about the solutions implementation service. This includes an explanation of the benefits of using the service, the steps to follow, and the responsibilities of each of the parties.

## Audience

This document is for SWIFT customers and SWIFTReady service providers.

## Significant changes

The following table lists all significant changes to the content of the *Solutions Implementation Service Overview* since the **11 January 2008** release. This table does not include editorial changes that SWIFT may have made to improve the usability and comprehension of the document.

Updated information	Location
Terminology has been updated to reflect the new SWIFT partnership model. For example, <b>certified service partner</b> becomes <b>SWIFTReady service provider</b> .	Changes apply throughout this document.
Where necessary, SWIFT-related names have been updated to reflect the new branding and naming scheme. For example, <b>SWIFTAlliance Gateway</b> becomes <b>Alliance Gateway</b> .	Changes apply throughout this document.

## Related documentation

- *SWIFTNet Service Description*
- *Support Service Description*
- *Software Implementation Service Overview*
- *Connectivity Implementation Service Overview*
- Relevant solution documentation (specific to each solution):
  - the *Solution Service Description*
  - the *Solution Integration Guide*
  - the *Factsheet*
  - the *Getting Started Guide*

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**Note** Contact your SWIFT Regional Account Manager to obtain the specific *Getting Started Guide* for the solution that you intend to implement.

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# 1 Introduction and Recommendations

## Overview

A customer can decide to manage the implementation project independently, or request the solutions implementation service from a SWIFTRReady service provider. Customers can request a pre-service, a pre-implementation service, or a full implementation service.

## Benefits of using the solutions implementation service

By providing the solutions implementation service through a SWIFTRReady service provider, both SWIFT and the customer derive a number of benefits, as follows:

- **SWIFT expertise**

If internal expertise or resources are not available, then the customer can rely on the expertise of SWIFT's own technical experts or of the service provider's SWIFT Certified Experts. This ensures a smooth and efficient implementation. For more information, see [www.swift.com](http://www.swift.com) > Solutions > Partner programme > SWIFTRReady services overview > SWIFT Certified Experts certification overview.

- **Efficient and effective implementation**

Qualified personnel conduct the implementation efficiently and effectively, to comply with established SWIFT quality standards.

- **Centralised project management**

A SWIFTRReady service provider appoints a single point of contact to co-ordinate the deliverables of the various suppliers during the implementation.

- **Choice**

To make it easier to schedule the installation, the customer can order the implementation service either from SWIFT or from a range of certified SWIFTRReady service providers.

- **Local support**

The customer can select a service provider that is close to its operating base.

- **Broad range of services**

SWIFTRReady service providers can offer a broad range of services and products that complement Solutions.

## Quality standards

SWIFT recommends that SWIFTRReady service providers adhere to a high standard of service quality. However, a SWIFTRReady service provider can propose additions to the minimum service requirements. SWIFT advises customers to contact a service provider to obtain the latest pricing and service offerings.

SWIFTRReady service providers must understand the appropriate implementation guide and follow the guidelines. The service provider must also ensure that the customer has a fully integrated solution according to the customer's requirements.

A fully integrated solution has the following characteristics:

- integration with back-office systems and vendor applications
- the ability to achieve maximum automation according to the customer's requirements

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For more information, see the *Software Implementation Service Overview* and the *Connectivity Implementation Service Overview*.

### Alliance portfolio

Customers can use the following SWIFT software to implement solutions:

- **Alliance Access and Alliance Entry**

The core messaging interface products offer different capabilities for integrating both MT and MX SWIFT Standards with back-office applications in automated mode, using SWIFT's core messaging platforms: InterAct and FIN.

- **Alliance Messenger**

A thin-client browser-based interface that provides manual access to both MT and MX-based solutions. Alliance Messenger is convenient for customers that want to create messages manually, or that have automated back-office integration that requires an exception-handling or backup tool. Alliance Messenger is an optional package of Alliance Access and Alliance Entry.

- **Alliance Starter Set or Alliance Gateway**

By default, customers must use either the Alliance Starter Set or Alliance Gateway to communicate with SWIFTNet. Alliance Starter Set is the entry-level offering. Alliance Gateway is SWIFT's single-window communication interface. Alliance Gateway extends the SWIFTNet connection to multiple interfaces and applications. Examples of such interfaces and applications include Alliance messaging interfaces or third-party vendor applications.

### SWIFTReady application certification programme

The SWIFTReady application certification programme focuses on business applications that support solutions with regard to functionality and messaging. Certified applications comply with a clear and specific set of criteria for each of the business solutions. SWIFT re-evaluates certified applications annually. SWIFT has designed the compliance criteria to reflect the capability of a product to provide automation in a SWIFT environment. The production automation must cover categories that range from interface connectivity to message standards support.

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**Note** For more information about applicable SWIFT and third-party products, see the relevant solutions integration guide. The full list of SWIFTReady applications can be found on [www.swift.com](http://www.swift.com) > SWIFTReady applications.

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### SWIFTReady service provider availability

In the period between the implementation and the live cutover date, the service provider can be available to answer customer queries. The service provider can provide such follow-up availability as part of the solutions implementation service until the live cutover date.

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**Note** For more information about solutions that SWIFTReady service providers support, see [www.swift.com](http://www.swift.com) > Solutions > Partner programme or refer to the relevant solution service description.

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## 2 Solution Implementation Process

### Parties involved

A solution implementation involves the following parties:

- **The customer**

The organisation that orders and implements solution products or services.

- **The SWIFTReady service provider**

The integrator of the solution implementation service, if the customer requests the service. Service providers work closely with SWIFT to offer implementation and integration services with SWIFT Certified Experts. SWIFT requires that service providers conduct all implementation services to SWIFT's rigorous standards. Each service provider performs these services according to the SWIFT certification scheme.

- **The application vendor**

The supplier of the third-party software (solution products or services).

- **SWIFT**

### Scope of the service offering

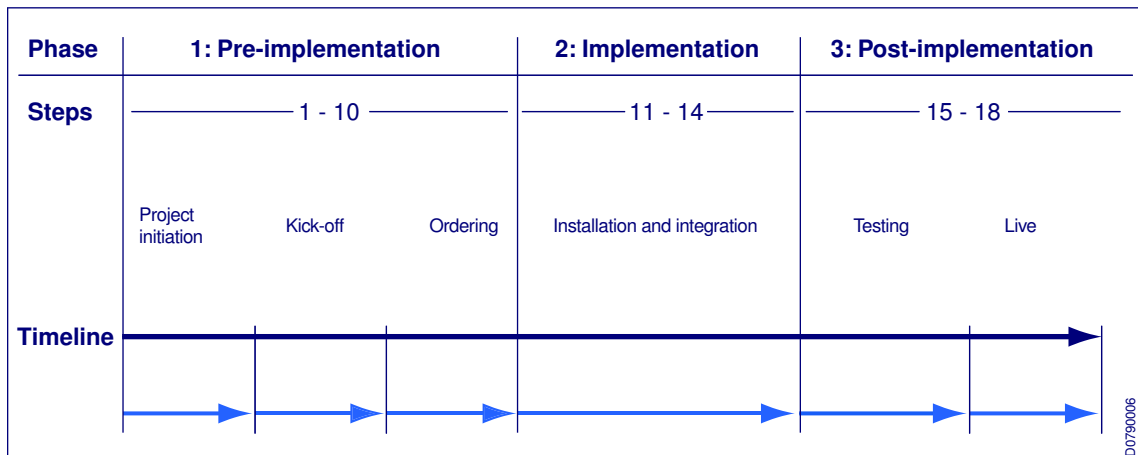
SWIFT includes the following activities within the scope of the solutions implementation service:

- establishing the customer's business requirements and business flows
- implementing any new or upgraded SWIFT software
- implementing any new or upgraded third-party software
- integrating the software to meet business objectives

### The implementation service process

The solutions implementation service consists of multiple steps. The service provider divides these steps into three phases, and can offer these phases separately, or in combination.

#### Implementation phases



## Phase 1: Pre-implementation

This table provides a high-level overview of a solution implementation cycle. Refer to the relevant solution *Getting Started Guide* to find more detailed information.

### Project initiation

Step	Action	Responsibility	Effort (days)
1	Understand the solution value proposition.	The customer must fully understand the solution value proposition. The service provider can advise.	1 to 1.5 days, depending on the complexity of the customer's configuration.
2	Order the implementation service.	The customer can order the implementation service from the service provider.	
3	Define the project teams.	The service provider and the customer form dedicated teams for the project. The teams exchange contact details.	

### Kick-off

Step	Action	Responsibility	Effort (days)
4	Contact the targeted business counterparts.	Both the customer and the business counterparts must agree on the testing scope and the target testing dates.	Dependent upon customer requirements and the complexity of the project.
5	Establish a high-level project plan.	Both the customer and the service provider must discuss the technical and business requirements.	
6	Agree on technical requirements for the solution.	Both the customer and the application vendor must agree on the requirements.	
7	Agree on the delivery dates.	Both the customer and the application vendor must agree on the delivery dates.	

### Ordering

Step	Action	Responsibility	Effort (days)
8	Confirm that the institution wants to use the solution for test traffic.	The customer must have completed the <i>Solution Subscription Form</i> during the Ordering phase to confirm the use of the solution for test transactions.	

Step	Action	Responsibility	Effort (days)
9	<p>If required, the customer places the order for new or upgraded SWIFT software.</p> <p>Examples of such software include SWIFTNet Link, Alliance Access, Alliance Messenger, Alliance Gateway, and Alliance WebStation.</p>	<p>The customer's technical manager, with the help of the service provider, must correctly complete the order forms. Customers can find more information at <a href="http://www.swift.com">www.swift.com</a> &gt; Ordering.</p>	<p>1 day (average).</p> <p>Software upgrades must be ordered a minimum of 2 weeks before the start of testing.</p> <p>Customers must place orders for new software that requires SWIFTNet provisioning (for example, new SWIFTNet Links) a minimum of 4 weeks before the testing start date.</p> <p>Customers must plan connectivity line upgrades (if required) 16 weeks before the testing start date.</p>
10	<p>If required, the customer places the order for new or upgraded third-party software from the application vendor (relevant to this solution).</p>		

## Phase 2: Implementation

### Installation and integration

Step	Action	Responsibility	Effort (days)
11	<p>If required, install or upgrade the SWIFTNet software.</p>	<p>The customer's technical manager and business consultants.</p> <p>SWIFT strongly recommends that the service provider and SWIFT Certified Experts support and co-ordinate these steps.</p>	<p>Dependent upon the business requirements of the specific solution.</p>
12	<p>If required, install or upgrade the application software.</p>		
13	<p>Configure and integrate the applications involved in the implementation.</p>		
14	<p>Ensure commitment to meet business requirements.</p>		

### Phase 3: Post-implementation

#### Testing

Step	Action	Responsibility	Effort (days)
15	Confirm that the institution is ready to use the solution for test transactions.	The customer must agree with the business counterparties on the frequency of testing and business flows. The service provider can conduct and co-ordinate these tests.	2 to 3 months.
16	Perform technical testing.		
17	Perform business testing.		

#### Live activation

Step	Action	Responsibility	Effort (days)
18	Confirm that the institution wants to use the solution for live traffic.	The customer must have completed the <i>Solution Subscription Form</i> during the Ordering phase to confirm the use of the solution for live transactions.	The customer can schedule implementation 2 to 3 weeks after SWIFT receives and validates the forms.

## 3 Roles and Responsibilities

### Introduction

Every successful implementation requires the co-ordinated involvement of the customer, the SWIFTReady service provider, and SWIFT. The following tables list the key responsibilities for each party. The customer must decide whether to use a service provider to assist in the implementation of connectivity to SWIFT. However, if the customer decides not to use a service provider, then the customer assumes the service provider responsibilities.

For more information, see the *Software Implementation Service Overview* and the *Connectivity Implementation Service Overview*.

### Customer responsibilities

The customer's responsibilities are limited, as shown in the following table.

#### Responsibility

Responsibility:	Limitations:
Network connectivity	Ordering and arranging the implementation of network connectivity.
Hardware and operating system	Providing the computer hardware with a pre-installed operating system that meets the minimum software requirements.
Software and passwords	Providing the software and passwords that the customer has received from SWIFT.
Personnel	Ensuring that the relevant personnel are available for training.

### SWIFTReady service provider responsibilities

Responsibility:	Limitations:
Pre-implementation checks	<p>Performing the necessary pre-installation checks before the implementation.</p> <p>Pre-implementation checks verify the following factors:</p> <ul style="list-style-type: none"> <li>• successful network connectivity to SWIFT</li> <li>• correct hardware and operating system configuration</li> <li>• the customer's installation-readiness</li> </ul>
Software installation and configuration	Installing the software and confirming the successful connection to SWIFT (assuming that the pre-installation checks are successful).
Solution integration	<p>Integrating the vendor applications according to the business requirements of the solution. Successful integration guarantees:</p> <ul style="list-style-type: none"> <li>• successful connectivity testing from back-office application to SWIFTNet</li> <li>• provisioning in line with business requirements and practices</li> <li>• successful loop-back testing from and to back-office application</li> </ul>
Getting Started assistance	Training the customer in the basic management and configuration of the system.

<b>Responsibility:</b>	<b>Limitations:</b>
Survey forms	Initiating a standard implementation survey, by providing the customer with the applicable form.

### SWIFT responsibilities

Regardless of which party performs the installation, SWIFT's responsibilities are limited to those shown in the following table.

<b>Responsibility:</b>	<b>Limitations:</b>
Processing orders	Order processing, shipment of software, and issuing of passwords.
Provisioning	Provisioning of customers on the SWIFT network.
SWIFTReady service provider management	Managing the service provider programme and publishing and maintaining an up-to-date list of SWIFTReady service providers.
Technical support	Providing online technical support on <a href="http://www.swift.com">www.swift.com</a> or from a Customer Support Centre.
Software releases	Maintaining the software and providing software updates, as necessary.

### Third-party application vendors

As an alternative to, or in combination with, the Alliance family of products, customers can select a bespoke architecture, including third-party vendor products. The SWIFTReady application programme focuses on business applications that support solutions with regard to SWIFTNet messaging and the XML Standards messages.

### Conditions

Before signing for an implementation, customers are advised to confirm pricing, and any additional enhancements to the standard solutions implementation service, with a SWIFTReady service provider. Implementation services provided by SWIFTReady service providers are certified by SWIFT.

For more information about SWIFTReady service providers, see [www.swift.com](http://www.swift.com) > Solutions > Partner programme.

## 4 Support

### Support for SWIFT customers

SWIFT is the single point of contact to report all problems and queries that relate to SWIFT services and products. Support is available to all SWIFT customers.

Users within a customer organisation must register to use the Support service.

SWIFT automatically registers the Alliance Lite administrators, specified at ordering time, as users of the Support service. Other users within a customer organisation must register to get access to the Support service.

For more information about how to register for Support, see the **Customer login** section on the [www.swift.com](http://www.swift.com) home page.

### Related information

For more information about Support services, see the *Support Service Description*.

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