



SWIFT Open Day Japan 2016

Technical Services for Release 7.2

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How can SWIFT Services help you?



How can SWIFT Services help you?

	Scenario 1	Scenario 2	Scenario 3	Scenario 4	Scenario 5	Scenario 6
Assessment + Analyse	 <p>Architecture review</p> <p>Is my infrastructure ready?</p>	 <p>Sourcing Study</p> <p>Is this an opportunity to reduce cost?</p>  <p>TCO Analysis</p> <p>Which budget do I need to cater for?</p>	 <p>Operational Excellence</p> <p>Could this be an opportunity to revisit my infrastructure?</p>	 <p>Sourcing Study</p> <p>Is this an opportunity to reduce cost?</p>  <p>TCO Analysis</p> <p>Which budget do I need to cater for?</p>		
Design + Implement	 <p>Field Services</p> <p>Do I have the right resources to do the job?</p>	 <p>System Care</p> <p>I prefer to focus on my core business?</p> <p>I don't have time?</p>		 <p>Linux migration</p> <p>Can I simplify and make my operations less complex?</p>	 <p>System Care</p> <p>How can I ensure my SWIFT systems are functioning properly?</p>	 <p>Health Check</p> <p>Can I do this myself?</p>
Manage + Maintain	 <p>Tailored Training</p> <p>I prefer to attend a tailored training on a specific topic?</p>		 <p>Support Packages</p> <p>Do you have enhanced support?</p>		 <p>SWIFT Smart</p> <p>Which options and features are relevant to me?</p>	 <p>Remote Support</p> <p>What if I need help?</p>  <p>SWIFT Smart</p> <p>Where can I learn more?</p>

↑ R7.2 Migration Package coming soon! ↓



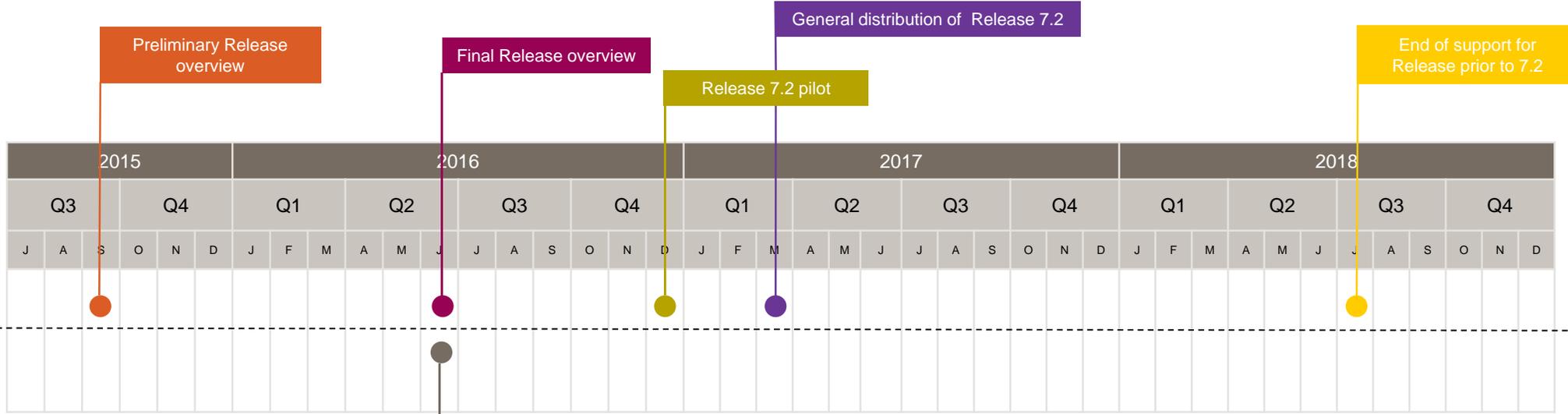
R7.2 Timeline

+

Services Roadmap



Release 7.2 Timeline and Services portfolio - Tentative!



Technical Advice

- Architecture reviews
- Operational Excellence
- TCO Analysis
- Sourcing Study

Implementation Services

- Interfaces
- Field Services
- Linux migration
- System Care

Support Services

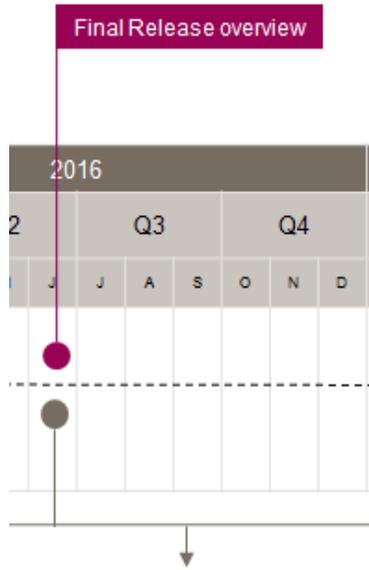
- Support Packages
- Support Options
- Health Check
- Remote Support

Training Services

- SWIFTSmart
- Tailored Training

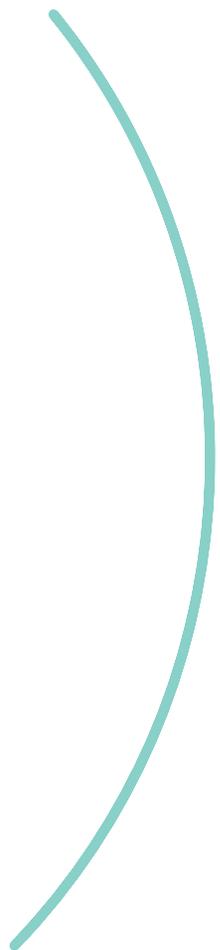
★ R7.2 Migration Package coming soon!

Technical Advice



Technical Advice

-  Architecture reviews
-  Operational Excellence
-  TCO Analysis
-  Sourcing Study



Technical Advisory Services

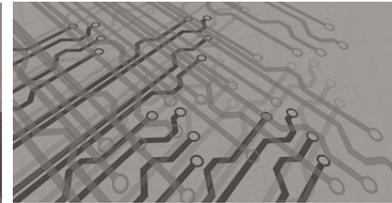
Advising customers on solution design, cost reduction and operational excellence

Implementing new SWIFT projects requires in-depth, technical knowledge which may not be readily available within customer organisation. SWIFT Technical Advisory services can provide this expertise



Reviewing your infrastructure

Our consultants can provide an independent review of your transaction flows and processes, focusing on areas such as availability, resilience, security and risk



Tried and tested methodology

Delivering insight, tools and tangible recommendations, we can offer end-to-end service or support any aspect of your project.

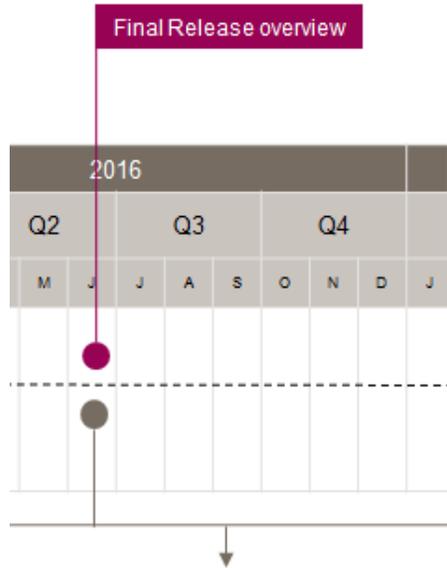


Individual and specialist attention

A dedicated project manager assigns the right specialists, ensuring that your project remains on track.



Implementation Services



Implementation Services

-  Interfaces
-  Field Services
-  Linux migration
-  System Care

Onsite or Remote installation and maintenance

Installing and maintaining SWIFT products requires specific skills which may not be available within your organisation. In such cases, our Implementation Services team can provide onsite or remote installation and maintenance services.

As well as installing and maintaining your chosen applications, our team can also configure software in accordance with your best practice. What's more, our engineers can provide your staff with hands-on advice to support your daily operations.



Onsite installation

SWIFT Implementation Services can install or upgrade software at your premises or remotely – meaning you don't have to have the necessary expertise in-house.

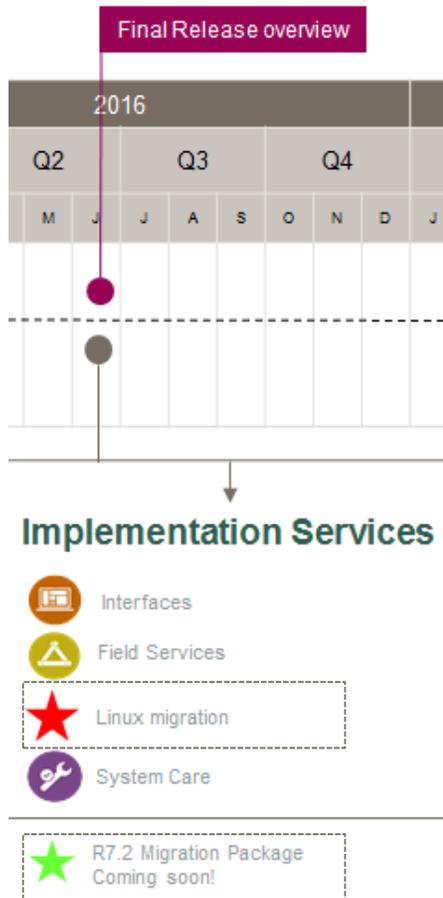
Hands-on support

Our engineers provide handholding assistance, ensuring that individuals are fully equipped to make the best use of their new software

Forward Planning

With our System Care service, you can agree on an annual schedule of activities and pre-book maintenance days at the beginning of the year.

Implementation Services



R7.2 - Services

Release 7.2 migration package ★

Coming soon!

A package to deliver migration assistance of the Alliance and SWIFTNet products to the mandatory 7.2 release.

The package will consist of a number of modules, each focusing on different areas, for which the customer should be aware of migrating to release 7.2. A number of these modules are optional and can be selected depending on customer requirements.

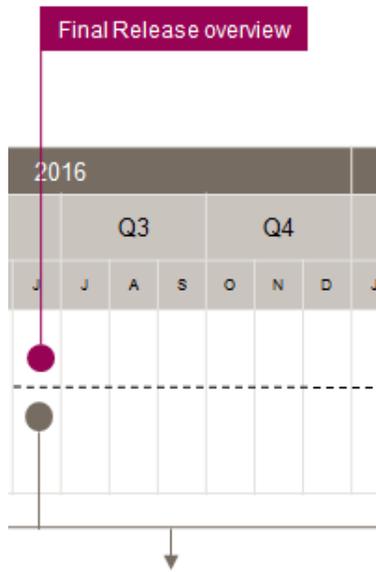
Linux migration ★

Migration assistance for customers who wish to migrate to Linux.

As Linux has become an industry recognized platform for a stable, cheap and efficient business application environment, SWIFT has evolved its Alliance portfolio to take advantage of this platform. SWIFT also proposes its services to help financial institutions and their service providers with the migration to Linux and to provide the assistance required for a fast, efficient and cost-effective migration.

Dedicated and experienced SWIFT Consultants and certified engineers can assist with a migration assessment, project planning and follow-up, implementation and post go-live assessment.

Support Services



Support Services

-  Support Packages
-  Support Options
-  Health Check
-  Remote Support



Operational Services

Do you prefer managing operations yourself? Choose the right package and options to meet your support needs depending on the criticality of your SWIFT operations.



Premium

First level of enhanced Support. Suitable for customers managing a complex SWIFT infrastructure and who need more knowledge and faster assistance.

Premium Plus

Second level of enhanced Support. Suitable for customers managing a critical SWIFT infrastructure who need access to experts familiar with their infrastructure.

Premium Custom

Highest level of enhanced Support, offering customised features on top of the Premium Plus package.

Proactive support – Complimentary Support Options



1. Remote Support

SWIFT enters your network area to help diagnose and troubleshoot 'SWIFT Interface' issues

2. Meet the Support Expert

Focused discussion with a support expert on a specific topic of interest related to SWIFT operational matters



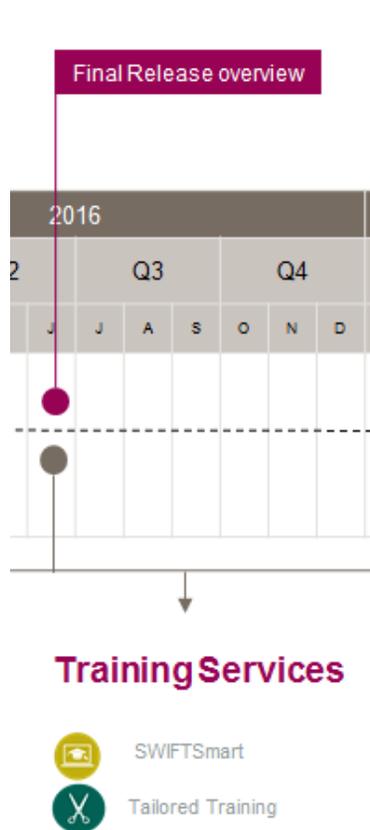
3. Operational Check-up

Fast, flexible spot check of the SWIFT interfaces and identify potential risks these interfaces might be exposed to

4. Monitoring and Alerting

Take advantage of having the critical SWIFT components proactively monitored by SWIFT

SWIFT Training Services



Be SWIFT Smart – Unlimited access to all registered SWIFT.com users

Our focus on increasing operational efficiency and driving cost-effectiveness within our community lies at the heart of our comprehensive training programme. Our goal is to transform our knowledge into your solution.

SWIFTSmart gives you the flexibility to train your staff worldwide and provides training programmes that suit their schedule, learning preferences and knowledge level.

SWIFTSmart - Interactive eLearning platform



New Release 7.2 awareness module coming soon!

More courses coming in 2016

1. Introduction to Alliance Web Platform

Covers the functionalities of the Alliance Web Platform and the tasks users can perform with each of its four interfaces.

2. Operations with the Alliance Message Management GUI

Training for end users to make them acquainted with the new look and feel offered by Web Platform GUI, covering the entire message lifecycle, from validation to routing.

3. Operations with the Alliance Relationship Management GUI

Training for end users to make them acquainted with the new look and feel offered by Web Platform GUI, with a focus on RMA operations.

Tailored Training



Together with our subject matter expert, we scope out your training programme.

You decide which areas and topics you require training on for the different divisions and job profiles in your institution, taking into account your staff's level of expertise.



Questions





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