

SWIFT Services  
*Strategise + Solve + Support*

# Why work in the dark?

*See how our customers excel faster  
by being **SWIFT Smart***

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04 *See how automation positioned  
Bremer Bank for growth*

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16 *See how **NWB Bank** developed  
best-in-breed infrastructure*

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To be SWIFT Smart is to draw on the best pool of collective wisdom available on SWIFT's offerings and standards. SWIFT has a dedicated team with deep and broad expertise to offer you the highest quality of consulting, training and operational services.

20 *See how **Bank of New York**  
raised its messaging standards*

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24 *See how **AMBD** implemented an  
innovative settlement solution*

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08

See how **UniCredit** used market intelligence to drive success

# Become SWIFT Smart

28

See how **Rabobank** achieved operational excellence

# Set for growth

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## *Our client*

*How automation  
positioned **Bremer Bank**  
for growth*

Bremer Bank serves individuals, large and mid-sized corporations, agribusinesses, non-profits, and public and government entities across three states in the U.S. Midwest.



## *The challenge*

Bremer Bank wanted to move rapidly from a time-consuming manual process to SWIFT's Alliance Lite2 cloud-based connection which allows the bank to directly exchange messages over SWIFT. It wanted to increase automation and straight-through processing of financial wire flows.

## *The solution*

SWIFT consultants provided help at various stages of this project with Bremer Bank. We assisted with the design of the tailored solution remotely, examining what the bank needed in terms of routing and users. Once the design was complete, SWIFT helped with the implementation, customisation and testing of the interface.

## *The future*

Alliance Lite2 not only helped with automation of a previously manual process, but has provided the bank with flexibility for growth. Bremer Bank also signed up for SWIFT's Alliance Lite2 Peace of Mind package, which includes handholding support after go-live and entitlement to additional configuration changes should the need arise.

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*“Ultimately when we went live with Alliance Lite2, we really didn’t have any issues. The SWIFT project manager really walked us through everything. It was so simple and he was always available and very knowledgeable.”*

*Services provided  
Consulting + Training + Support*



08

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*Business intelligence  
consulting for **UniCredit***

### *Our client*

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UniCredit is a leading European commercial bank with an international network spanning 50 markets, with more than 9,200 branches. The Group operates in 20 European countries.



# Building market insight

## *The challenge*

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As part of the strategy to further expand their correspondent banking business, UniCredit wanted to better understand their position in several markets, compared to their peers. Additionally, they wanted to be able to measure how the decisions they take impact their position in those markets.

## *The solution*

SWIFT conducted a workshop to carry out a detailed requirements analysis and produced reports including peer benchmarking analysis for trade finance and payments. By working closely with SWIFT, UniCredit gains access to timely and relevant market data to aid data-driven decision making.

## *The future*

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SWIFT meets regularly with UniCredit to review the updated reports, analyse the evolution of the data, and to help identify triggers for market changes.

*Services provided*  
*Consulting*

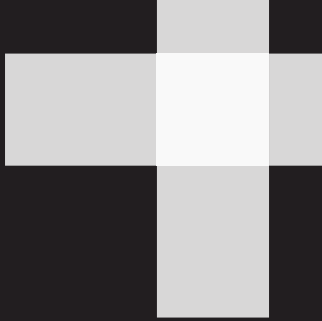
*At SWIFT we help  
our customers to be  
SWIFT Smart*

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*Working at the heart  
of the financial services  
industry, SWIFT  
understands its  
customers' challenges and  
opportunities to grow.*



## *Enabling you to excel faster*

Our aim is to help you become SWIFT Smart. We want to enable you to use SWIFT's products and solutions in the best way possible. Our work is informed by SWIFT's unique market perspective. We bring you valuable insights, then we advise and plan, enabling your business to excel faster.

## *Understanding your opportunities*

Together, SWIFT's experts offer high-quality consulting, training and support, delivered in a way that responds to your specific requirements. We help you address real business and technical challenges and generate focused business results.

*SWIFT Services offer solutions to your specific business challenges drawing upon the areas of expertise outlined below*

## *Consulting Services*

SWIFT consultants deliver technical, standards, integration and business-operations consulting projects globally. Team members average 15 years of relevant industry experience and have direct access to 1,800 specialists who can help you with:

- + Reducing costs
- + Optimising SWIFT operations
- + Preparing for new market initiatives and regulations
- + Implementing standardised messaging best practices
- + Sourcing valuable market insight and benchmarking

## *Training Services*

SWIFT Training has access to the latest and comprehensive information to provide training on all SWIFT-related products and services, which can be tailored to suit your specific needs through:

- + Tailored training programmes
- + Blended learning channels
- + SWIFT and industry related courses



## *Operational Services*

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SWIFT provides constant global support services to all its customers for all SWIFT products and services. SWIFT's qualified staff based in our regional support centres ensure rapid problem resolution and timely responses to all customer enquiries.

- + Multiple support packages are available to suit your needs
- + Our new managed services offering can help control risk and complexity in a cost-constrained environment

**5,000+**  
Consultancy projects

**500k+**  
People trained in over  
210 countries

**24/7**  
Global support

**20+**  
Languages spoken by teams in  
our regional support centres

# Managing to excel

*Implementing a best-in-breed infrastructure at  
**NWB Bank***

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## *Our client*

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Nederlandse Waterschapsbank NV (NWB Bank) serves Dutch local authorities such as water boards and municipal and provincial authorities, as well as government-backed, social housing, education and healthcare institutions.





## *The challenge*

It is imperative for NWB Bank to support its customers with a highly secure and robust infrastructure. It is also necessary to comply with local audit and financial authority requirements on availability and resiliency. The bank wanted to assess how it could improve its processes and disaster recovery, in part because they lacked dedicated SWIFT-trained personnel.

## *The solution*

NWB Bank worked with SWIFT's experts to discuss a number of different options for monitoring and managing its SWIFT infrastructure. Ultimately, NWB Bank chose to have SWIFT manage their SWIFT infrastructure on their behalf with the Alliance Managed Operations (AMO) service after reducing their infrastructure complexity by implementing Alliance Remote Gateway (ARG).

## *The future*

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With SWIFT's managed service in place, NWB Bank has a high availability solution that complies with local audit requirements, and is continuously monitored while being maintained by dedicated SWIFT experts. When changes to the SWIFT infrastructure are required, they are implemented professionally and promptly according to the AMO service level agreement.

*Services provided*  
*Managed Services*

# Preparing for operational perfection

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*Supporting  
Bank of New York Mellon  
on T2S*



## *Our client*

BNY Mellon is a global investments company dedicated to helping its clients manage and service their financial assets throughout the investment lifecycle. Whether providing financial services for institutions, corporations or individual investors, BNY Mellon delivers informed investment management and investment services in 35 countries and more than 100 markets.

## *The challenge*

BNY Mellon sought to ensure compatibility with Target2-Securities (T2S) functionalities and comply with global best practices. As a result, they decided to analyse and validate the operational impacts, explore opportunities to increase operational efficiency and improve their customer services portfolio. Furthermore, they decided to define their ISO 20022 usage guidelines and conduct a functional analysis and implementation of the SWIFT connector for T2S.

## *The solution*

SWIFT experts helped assess potential implications on BNY Mellon's SWIFT infrastructure from T2S and other market initiatives, including the operational impacts of T2S business processes on its current model. Furthermore, these experts evaluated the integration efforts necessary to migrate from current formats to T2S compliant messages along with the installation and configuration of the SWIFT Connector for T2S.

## *The future*

BNY Mellon was able to improve and deepen their understanding of the T2S functional specifications and ensure the right messaging is in place. The bank leveraged SWIFT Standards expertise to perform a detailed message gap analysis, where the experts identified potential questions, and provided recommendations on increased operational efficiency.

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*“Excellent collaboration  
between BNY Mellon and  
SWIFT experts resulted in all  
content being delivered on time”*

*Services provided  
Consulting + Support*

# Transform to succeed

*Transforming  
Autoriti Monetari Brunei  
Darussalam's payment  
system*

24

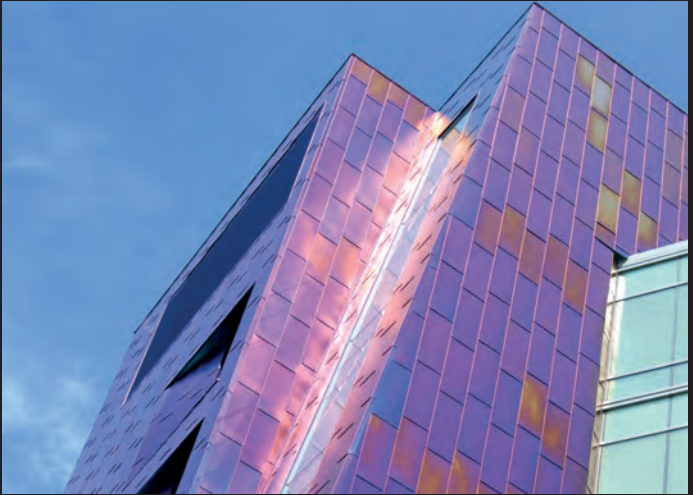
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## *Our client*

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Autoriti Monetari Brunei Darussalam (AMBD) was formed in January 2011 as Brunei Darussalam's central bank, with a specific mandate to modernise and reform the payment system in the country.





## *The challenge*

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AMBD was challenged to reduce interbank settlement risk and increase financial efficiencies by introducing a real-time gross settlement (RTGS) system which was also in line with ASEAN's initiatives on cross border connections.

*Services provided*  
*Consulting+Tailored Training*

## *The solution*

A collaborative effort by AMBD and SWIFT saw the implementation of the ASEAN region's first MX-based RTGS which utilised ISO 20022 over SWIFTNet. As part of the consulting engagement, an ISO 20022 message specification as well as a MT-ISO 20022 messaging mapping was initiated. Workshops were also held engaging the industry and vendors to support the initial development and increase market awareness around the project.

## *The future*

AMBD has implemented an innovative settlement solution that is expected to deliver long term local and regional benefits to the banking and capital markets industry.



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### *Our client*

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Rabobank Group ranks among the largest financial institutions, they are active in 40 countries; 444 foreign locations. It is a Dutch multinational banking and financial services cooperative headquartered in Utrecht, the Netherlands. Rabobank aspires to become the leading bank in the field of agriculture and food.

# Leveraging expertise

*Rabobank: on the road  
to operational excellence*

## *The challenge*

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An outage incident led to Rabobank reviewing and initiating a study to maximise the bank's availability, improve recoverability and resilience, increase flexibility and reduce cost.

## *The solution*

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Experts helped review and evaluate Rabobank's operational excellence framework supporting its SWIFT infrastructure, along with its resilience and recovery times, benchmarking, governance, business continuity, management and crisis management model applied.

## *The future*

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Based on the recommendations provided, Rabobank will review, strengthen and optimise its processes and procedures which will be the foundation of a new operating model that should lead to improving recovery times as well as maximise the infrastructure's availability.

*Services provided*  
*Operational services*

To find out more about SWIFT Services and how you can become SWIFT Smart, visit our website or contact us through the email address below



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