



Alliance Managed Operations bringing SWIFT Operational Excellence to your premises

Focus time and effort on your core business

Alliance interfaces from SWIFT play a vital role in thousands of back offices, enabling many critical business processes. Having an on-premises Alliance interface gives you flexibility and control but it also implies maintaining specific resources and SWIFT operational expertise in-house – which can present a challenge for some institutions.

Key Benefits

Predictable costs

Scalable resources

Operational risk mitigation

Data control and privacy

Frees up your experts to focus on your core business

Fortunately, SWIFT can help. Our managed service – Alliance Managed Operations – lets you transfer day-to-day operations and management of Alliance interfaces and related security devices to SWIFT experts. This enables you to focus time and efforts on your core business activities while benefiting from our proven record of operational excellence.

Through Alliance Managed Operations, SWIFT experts perform the following operations on your behalf:

- Initial alignment to your needs and SWIFT best practices
- Continuous real-time monitoring
- Troubleshooting and problem investigation
- Housekeeping in line with best practices
- Release and change management

While the Alliance Managed Operations service will proactively manage and maintain your Alliance interfaces on your behalf, SWIFT can also provide additional services such as implementing features or assisting with the deployment of new business flows.

The right fit for your business?

If you have Alliance Entry or Alliance Access (maximum Band 8) running at your premises, and one or more of the following statements apply, then Alliance Managed Operations is probably the right match for your needs:

- You want to refocus effort and resources on your core business activities
- You want to benefit from predictable costs and scalable resources at the same time
- You have challenges developing and maintaining SWIFT technical expertise in-house
- You want to keep your Alliance interfaces in-house (not interested in cloud solutions)

How does it work?

With Alliance Managed Operations, you can feel confident knowing that SWIFT is continuously watching over your SWIFT interfaces.

Monitoring

SWIFT will continuously monitor, in real time, your:

- FIN and SWIFTNet connections
- Related SWIFT hardware (HSM and VPN boxes)
- Severe and critical events affecting your Alliance interfaces

Troubleshooting

If a problem on your Alliance interfaces occurs, we minimise possible disruption to your business by investigating and troubleshooting as soon as possible.

Housekeeping

In order to keep your Alliance interfaces in a functional and operating state, SWIFT will perform regular housekeeping operations in accordance to SWIFT best practices. In addition, SWIFT will also perform frequent reviews of log files, non-critical events, and the status of certificates to proactively reduce the probability of problems occurring.

Release and change management

Keeping your Alliance interfaces up-to-date requires specific expertise. With Alliance Managed Operations you can benefit from SWIFT's experts who will install patches and implement configuration changes in order to ensure you are always compliant with SWIFT's latest mandatory releases as well as meeting your own requirements.

Remote operations

In order to be able to react quickly and avoid delays due to planning of on-site visits, all operations are performed by SWIFT's experts through highly secure remote access technology. Performing operations remotely also avoids you bearing the costs related to travel and accommodation of SWIFT's experts.

Bring SWIFT Operational Excellence to your premises

Operational excellence is a cornerstone of SWIFT. Through Alliance Managed Operations, you can bring this expertise to your premises. When signing up for this service, you will effectively tap into SWIFT's best practices and expertise, while reducing the burden of maintaining and upgrading your Alliance interfaces.

In addition, the Alliance Managed Operations service is governed by a Service Level Agreement and a clear description of Roles and Responsibilities. This ensures a proper service delivery and provides you with peace of mind.

Getting started

Every business has its own infrastructure, processes, and organisation. This makes you unique and that's why SWIFT experts must properly take into account your existing environment, procedures, and business requirements to be able to properly deliver the Alliance Managed Operations service. Your managed service is implemented in several steps.

1. Feasibility and requirements analysis

In collaboration with your in-house teams, our experts start by understanding your current configuration, conducting a feasibility assessment, and designing a solution that meets your needs.

2. Service setup and implementation

Upon agreement on the proposed service and design, our experts implement it in cooperation with your in-house teams. We use this opportunity to align your Alliance interfaces to best practices, as well as implement additional changes you may request. In preparation for going live, our experts shadow your in-house teams and manage the systems jointly to ensure a smooth transition.

3. Service Go Live

Once your Alliance Managed Operations service has been set up and tested, SWIFT ensures the day-to-day operational management of your Alliance interfaces and related hardware. To ensure proper service delivery, you are also appointed an Operational Delivery Manager as your main point of contact. The Operational Delivery Manager is both a SWIFT expert and your trusted technical advisor.

Alliance Managed Operations lets you tap into SWIFT's best practices and expertise, while reducing the burden of maintaining and upgrading your Alliance interfaces.

About SWIFT Services

Being at the heart of the financial industry, we understand your business challenges and opportunities to grow. A changing landscape, adhering to regulation, reducing costs, streamlining and ensuring your operations, improving your customer's experience or developing your staff to the level you need. These are challenges SWIFT has been supporting you with since 40 years. Building on that experience, SWIFT has today a wide team of experts at your service to offer you the highest quality of training, consulting and operational services, tailored to your needs. SWIFT Services experts keep you going, resolve your issues and propose improvements where seen.

SWIFT Services – expertise from the source, tailored to your needs.

For more information, please contact your SWIFT Account Manager.