



Advanced support & care Services catalogue

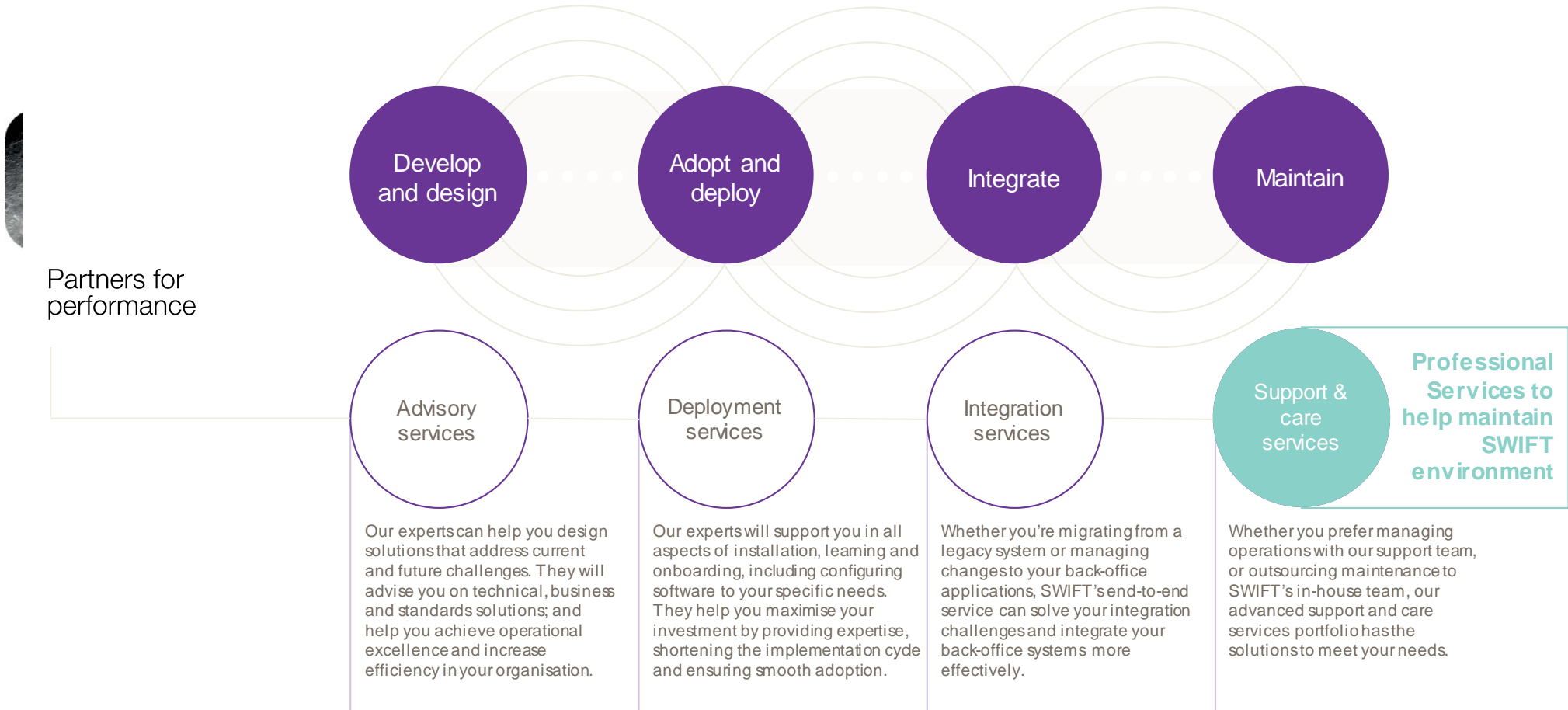
This slide deck is for information purposes only. Scope shall be set out in *the Advanced Support and Care Services - Service Description* published on [SWIFT.com](https://www.swift.com)

Refreshed portfolio as from June 2021

The background of the entire image is an aerial photograph of a vast river delta, showing a complex network of channels and distributaries in shades of brown and tan. The text is overlaid on this background.

SWIFT Professional Services

SWIFT Professional Services – what’s offered



Our experts can help you design solutions that address current and future challenges. They will advise you on technical, business and standards solutions; and help you achieve operational excellence and increase efficiency in your organisation.

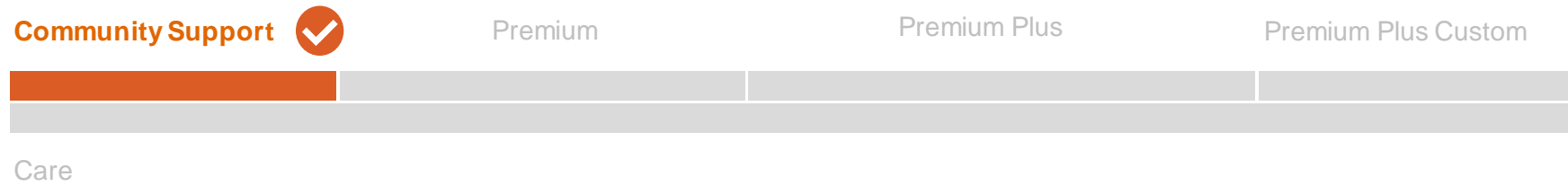
Our experts will support you in all aspects of installation, learning and onboarding, including configuring software to your specific needs. They help you maximise your investment by providing expertise, shortening the implementation cycle and ensuring smooth adoption.

Whether you're migrating from a legacy system or managing changes to your back-office applications, SWIFT's end-to-end service can solve your integration challenges and integrate your back-office systems more effectively.

Whether you prefer managing operations with our support team, or outsourcing maintenance to SWIFT's in-house team, our advanced support and care services portfolio has the solutions to meet your needs.



Your SWIFT Support customer experience starts with SWIFT Community Support



With many opportunities to upgrade within our Advanced Support and Care Services portfolio



Community Support



Community Support



Premium

Premium Plus

Premium Plus Custom



Care

Community Support

Your gateway to essential support services

As a SWIFT customer, you are entitled to SWIFT community Support. It is an unlimited support by web, telephone and various self-support tools or material.

Self-Service Support

- mySWIFT
- Download Center
- Knowledge Center
- Documentation
- How to videos
- SWIFTSmart

Assisted Support

- 24x7
- Online Case Manager
- Phone
- Follow-the-sun for blocking cases

Monitoring and Alerting

- Notification Center
- Operational Status
- myConfig
- Automated Monitoring:
 - Disconnections to registered users
 - Leased line disconnections
 - Data breach notifications
- Leased Line Usage Reports
- Planned Changes



Community Support

24x7 Global Support Coverage

Americas, Asia-Pacific, EMEA
20 languages covered
6 global support delivery centers

Telephone Support

Registered users can contact a regional support center by telephone.

24x7

24 hours support through the case manager.

Knowledge center

Self-service capabilities through knowledge base and self-help guide.



Premium

Community Support 

Premium 

Premium Plus

Premium Plus Custom



Care



Preventative and reactive support from SWIFT experts

Get special attention from SWIFT experts and receive tailored recommendations for maintaining your SWIFT environment. Get exclusive insights during the Premium Services Forum from peers and industry experts.

Remote Access

Service Module 1

A secure and efficient way to diagnose and solve your problems in real time under your supervision.

Case Reviews and Management Escalation

Service Module 6

Escalate your problems to management within 30 minutes, and discover trends and areas of improvement.

On-site Troubleshooting Course

Service Module 9

Learn how to troubleshoot most commonly encountered problems and provide relevant diagnostic information when reporting a problem.

Dedicated Access to Expertise

Service Module 2

Dedicated access to SWIFT team of expertise, regardless of the problem's impact classification.

Online Monitoring Tool (OMT)

Service Module 7

Monitor your traffic from a technical and operational perspective.

Premium Services Forum (PSF)

An unrivalled opportunity to network with peers and industry experts, discuss challenges and exchange practices to maintain high levels of operational security and efficiency.

Health Check

Service Module 5

Thorough analysis of one of your SWIFT infrastructures and procedures to identify gaps and recommendations for improvement.

Business Continuity Test

Service Module 8

Yearly disaster tests such as outage scenarios to evaluate the impact of certain events on your infrastructure.

Optional Payable Add-ons

Additional Health Check

Service Module 5

This add-on is available in case you need an additional health check for another SWIFT infrastructure.



Premium Plus

Community Support 

Premium 

Premium Plus 

Premium Plus Custom

Care

Proactive support from SWIFT experts

On top of our Premium offer, benefit from proactive monitoring of your infrastructures, and collaborate with a Service Manager to receive personalised guidance and advocacy.

Includes Everything in Premium

Proactive Monitoring and Alerting Service Module 3

Real-time monitoring by experts, which allows SWIFT to inform you about detected problems before you notice them.

Service Management Service Module 10

Service Management allows you to do business knowing that you always have a SWIFT expert on-hand.

You will get personalized advocacy and guidance from a Service Manager on your SWIFT-related activities.

In case of blocking situation, the escalation process to command center is triggered and handled by senior management on both sides.

Optional Payable Add-ons

Additional Health Check Service Module 5

This add-on is available in case you need an additional health check for another SWIFT infrastructure.

On-site Emergency Intervention Service Modules 20-21

This add-on allows you to request on-site intervention in case a blocking problem cannot be resolved with the assistance of SWIFT Support Centre.



Premium Plus Custom



Care

Customised support for your specific needs

Includes all the features included in the Premium Plus support package, and additional features that you may require.

Includes Everything in Premium Plus

Customisable Services

- Additional SWIFTNet Link monitoring
- Customised reporting
- Community assistance for market infrastructures

Optional Payable Add-ons

Additional Health Check Service Module 5

This add-on is available in case you need an additional health check for another SWIFT infrastructure.

On-site Emergency

Intervention

Service Modules 20-21

This add-on allows you to request on-site intervention in case a blocking problem cannot be resolved with the assistance of SWIFT Support Centre.



Care

Community Support 

Premium 

Premium Plus 

Premium Plus Custom 

Care 

Hands-on help for your Alliance Lite2 maintenance

Practical help for specific tasks related to maintenance of your SWIFT environment with main messaging software application Alliance Lite2.

Remote Access

Service Module 1

A secure and efficient way to diagnose and solve your problems in real time.

Hands-on assistance

Service Module 11

Direct access to experts, detailed explanation on Alliance Lite2 usage and guidance on tasks that are performed less regularly. This assistance is delivered by phone or through remote access.

Optional payable add-ons

Case Reviews and Management Escalation

Service Module 6

Management escalation for the highest attention for resolution and reports to identify points of improvement.

Additional Days of Effort

Service Modules 15-16-17-18

Additional days of SWIFT effort which can be used on your request to perform a multitude of tasks including change management, major or minor release, etc.

Alliance Entry and Alliance Access

Hands-on help for your Alliance Entry/Access maintenance

Practical help for specific tasks related to maintenance of your SWIFT environment with main messaging software application Alliance Entry or Alliance Access. These activities are delivered under the supervision of your Care Manager.

Remote access

Service Module 1

A secure and efficient way to diagnose and solve your problems in real time.

Light check

Service Module 4

Receive a light and fast spot-check of your interfaces and recommendations in line with SWIFT best practices.

Updates Management

Service Module 12

Hands-on help with the installation of one yearly planned mandatory functional update and quarterly security updates. Up to two infrastructures covered.

Optional payable add-ons

Additional Light Check

Service Module 4

This add-on is available in case you need an additional light check for another SWIFT infrastructure.

Additional Days of Effort

Service Modules 15-16-17-18

Additional days of SWIFT effort which can be used on your request to perform a multitude of tasks including change management, major or minor release, etc.

On-Site Emergency Interventions

Service Modules 20-21

This add-on allows you to request on-site intervention in case a blocking problem cannot be resolved with the assistance of SWIFT Support Centre.

Additional Infrastructure for Updates Management

Service Module 13

Additional infrastructure for the scope of module "Updates Management Entry/Access"

Disaster Recovery Assistance

Service Module 19

Planning and review of your disaster recovery testing scenarios related to SWIFT products and services.

Alliance Messaging Hub

Hands-on help for your Alliance AMH maintenance

Practical help for specific tasks related to maintenance of your SWIFT environment with main messaging software application Alliance AMH. These activities are delivered under the supervision of your Care Manager.

Remote Access

Service Module 1

A secure and efficient way to diagnose and solve your problems in real time.

Health Check

Service Module 5

Thorough analysis of one of your SWIFT infrastructures and procedures to identify gaps and recommendations for improvement.

Release and Change Management

Service Module 14

Hands-on help with activities such as: installation of AMH release, functional and security updates, but also change management.

Optional payable add-ons

Additional Health Check

Service Module 5

This add-on is available in case you need an additional health check for another SWIFT infrastructure.

Additional Days of Effort

Service Modules 15-16-17-18

Additional days of SWIFT effort which can be used on your request to perform a multitude of tasks including change management, major or minor release, etc.

Disaster Recovery Assistance

Service Module 19

Planning and review of your disaster recovery testing scenarios related to SWIFT products and services.

On-site Emergency Interventions

Service Modules 20-21

This add-on allows you to request on-site intervention in case a blocking problem cannot be resolved with the assistance of SWIFT Support Centre.

Hands-on help for your Alliance Cloud maintenance

Practical help for specific tasks related to maintenance of your SWIFT environment with main messaging software application Alliance Cloud. These activities are delivered under the supervision of your Care Manager.

Remote Access

Service Module 1

A secure and efficient way to diagnose and solve your problems in real time.

Dedicated access to expertise

Service Module 2

Priority handling of the support cases, regardless of the impact classification

Alliance Cloud Maintenance and Handholding

Service Module 25

A series of planned, recurring, **proactive** activities to reduce operational risks, and ensure that your SWIFT Environment is maintained according to SWIFT best practices.

Optional payable add-ons

Additional Days of Effort

Service Module 15

Additional days of SWIFT effort which can be used on your request to perform a multitude of tasks including:

- Additional configuration changes
- SIL Upgrades for additional instances
- Hands-on training on Alliance Cloud
- Operational support during planned and pre-agreed special events
- Re-installation of SIL

Advanced support and care services

Service modules explained



Detailed overview of packages

		Package family			Advanced Support			Care			
		Package			Premium	Premium Plus	Premium Plus Custom	Alliance Lite2	Alliance Entry & Alliance Access	Alliance Messaging Hub (AMH)	Alliance Cloud
		Messaging software application			Alliance Entry, Alliance Access, Alliance Messaging Hub (AMH) & Proprietary On-Premises solutions			Alliance Lite2	Alliance Entry & Alliance Access	Alliance Messaging Hub (AMH)	Alliance Cloud
Included in the package	1 Remote access	○	○	○	○	○	○	○	○	○	○
	2 Dedicated access to expertise	○	○	○							○
	3 Proactive monitoring and alerting		○ [1]	○ [1]							
	4 Light check							○ [3]			
	5 Health check	○ [4]	○ [4]	○ [4]					○ [4]		
	6 Management escalation and case reviews	○	○	○							
	7 Operational monitoring tool (OMT)	○	○ [1][2]	○ [1][2]							
	8 Business continuity tests	○	○	○							
	9 On-site troubleshooting course	○	○	○							
	10 Service management (Incl. Command Centre attention)		○	○							
	11 Hands-on assistance Lite2							○			
○ 12 Updates management Entry/Access (2 infrastructures)								○			
14 Release and change management AMH									○		
22 Custom				○							
24 Premium Services Forum	○	○	○								
25 Alliance Cloud Maintenance and Handholding										○	
optional payable add-ons	4 Additional light check								○		
	5 Additional health check	○	○	○						○	
	6 Management escalation and case reviews							○			
	13 Additional infrastructure for updates management Entry/Access								○		
	15 Additional days by unit (1 to 9 days)							○	○	○	○
	16 5 additional days								○	○	
	17 10 additional days								○	○	
	18 20 additional days								○	○	
	19 Disaster recovery assistance								○ [5]	○ [5]	
	20 On-site emergency interventions		○ [5]	○ [5]					○ [5]	○ [5]	
21 On-site emergency interventions – 24x7		○ [5]	○ [5]					○ [5]	○ [5]		

- [1] service modules not available when the subscribed customer environment is used in connection with real-time payments third-party network solutions
- [2] certain features of the service module not available when the subscribed customer production environment is in India and used in connection with SWIFT India's domestic financial messaging services
- [3] replaced by "Service module 5: Health check" when subscribing to both advanced support Premium or Premium Plus and Care Alliance Entry / Access packages at preferential rate
- [4] only one health check is performed when subscribing to both advanced support Premium or Premium Plus and Care AMH packages at preferential rate
- [5] availability subject to location, please contact your account manager or nearest office for clarification

- included in the package
- optional payable add-ons



Remote Access

Service module 1

A secure and efficient way to diagnose and solve your problems in real time. Access to your systems is secure, auditable and permission-based.

Available in:

**Premium
Premium Plus
Care**

Available for:

**Alliance Lite2
Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)
Alliance Cloud**

Your needs

- + Faster time to resolution.
- + Secure and auditable third-party assistance or troubleshooting.
- + Reduced operational risk and cost vs. having to bring expertise on site.

What is it?

In today's complex environment, you are faced with a growing number of challenges. Remote access offers a secure channel to diagnose and solve problems efficiently. It enables direct and secure access from one computer to another.

Under your control and supervision, SWIFT enters your network area to help diagnose and solve 'SWIFT Interface' issues.

You choose the level of access you give to SWIFT to diagnose a problem or help with a task.

Why?

This service significantly speeds up the process finding and solving a problem, and consequently reduces downtime and the related costs of being out of business. It also speeds up care service activities.

With Remote access, you get maximum benefits. The efficiency with which Advanced Support and Care engineers handle your issue or task depends on their ability to quickly and accurately determine what is wrong and what can be done about it. Working in real time, via Remote access, means you get a more accurate diagnosis, which leads to a faster case resolution. As a result, the necessary evidence is collected quickly, mistakes and misunderstandings are less likely and first contact resolution is increased.

This service is hosted at SWIFT. Remote access is designed to work transparently, through firewalls, enabling connection with any internet-connected computer in the world.

“ This service increases our “peace of mind” since we know we can rely on SWIFT experts to help us solving major issues.

The method used is very reliable and secure as it uses SWIFTNet to access our infrastructure and since all actions are recorded on a movie FLV file.

It enhances our confidence in the SWIFT infrastructure and is an incentive to build more on that platform.

Italian Advanced Support Customer



Dedicated Access to Expertise

Service module 2

Faster support and problem solving thanks to a direct access to SWIFT experts who understand your SWIFT environment.

Available in:

**Premium
Premium Plus
Care**

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)
Alliance Cloud**

Your needs

- + Problem resolution timeframe significantly impacts your time critical and/or high volume infrastructures.
- + Personalised service by technical experts who understand your SWIFT environment.

What is it?

SWIFT guarantees priority access and problem solving when you contact our global support centres. SWIFT routes you directly to the SWIFT team of expertise for this purpose.

All problems impacting the main message flow (impact classification: Blocking and Severe) will immediately be handled. To ensure the cases are handled without delay, Severe and Blocking cases must be reported by phone, not via the online case manager.

In order to have a good understanding of your SWIFT environment, a member of the team of expertise will:

- perform a health check of your SWIFT infrastructure
- deliver an on-site troubleshooting course
- maintain quarterly an oversight of open cases and review them on a quarterly basis

Why?

SWIFT understands that time critical and/or high volume infrastructures are dependent on the SWIFT network and SWIFT operations.

Consequently, SWIFT enables direct access to the dedicated team of expertise to speed up problem resolution, provide preventive and proactive support and personalised knowledge to help you maintain your SWIFT environment.



We have a very good relationship with your support group. They understand our environment and business. As a result, it's easy to deal with issues or discuss future projects. This helps us to provide and maintain a stable environment.



Canadian Premium Plus customer



Proactive Monitoring and Alerting

Service module 3

**Proactive system monitoring.
Reduces operational risks.**

Available in:

Premium Plus

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Need to manage and monitor your SWIFT infrastructure and guarantee availability beyond standard business hours.
- + Monitoring SWIFT applications takes time and effort. Navigating the complex landscape of monitoring solutions available and selecting the right monitoring tools requires planning and detailed configuration. Complex links often need to be set up and outdated alerting mechanisms updated.
- + Need to reduce costs, mitigate risks and support optimal business performance.

What is it?

SWIFT monitors the availability of your connectivity, and informs you by phone if problems are detected.

SWIFT centrally monitors queue build-up and session drops, and proactively notifies you when predefined thresholds are reached. SWIFT also monitors and alerts you in case of store-and-forward queue build-up.

Three SWIFT global support centres monitor activity daily using follow-the-sun principle. This assures 24x7 cover for our disaster recovery infrastructure to deliver SWIFT services in a failure-is-not-an-option (FNAO) way. As part of the service, quick corrective actions are initiated to minimise service disruption.

Why?

In order to maximise your SWIFT infrastructure efficiency, a proactive rather than a reactive approach is best. Aim to identify and resolve issues affecting your SWIFT components before they impact your business critical services.

SWIFT is uniquely placed to undertake this monitoring task for you. We have advanced 24 x 7 monitoring solutions in place and can immediately identify if one of your critical components is down. SWIFT can notify you when one of your connectivity components is impacted even before you detect it.

No need to install software or deploy new hardware.



Health Check

Service module 5

Proactively identify and mitigate operational risks. Best practices to maintain the security, configuration and performance of your SWIFT environment.

Available in:

**Premium
Premium Plus
Care AMH**

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Challenge to keep the applications in line with best practices and on the latest security update.
- + Compliance with financial regulations and industry best practices.

What is it?

Health check identifies potential security, configuration, and performance risk and provides recommendations for the implementation of best practices.

The service performs a snapshot analysis to identify gaps in your prime infrastructure, covering one set of the following components: 1 SWIFTNet Link, 1 Alliance Gateway, 1 Alliance Web platform, 1 SWIFT messaging interface (Alliance Access, Entry, or Messaging Hub) and its underlying OS.

Additional health checks to cover additional components (for example, multiple SWIFT Alliance Gateways) or infrastructures (for example, Disaster Site) are available on request under a separate Consulting Services agreement.

As a Care Alliance Entry / Access customer, you will benefit from a Light Check, with the primary focus on helping you and your coordinator plan updates management activities and days of SWIFT effort more effectively.

Why?

Health check allows financial institutions to identify potential issues, learn how to mitigate them by implementing best practices to prevent problems and avoid reputational risk.

1. Security risks: SWIFT will verify aspects such as software integrity, SSL enablement, plus the validity of SSL certificates used for application communication. Amongst others, SWIFT will check if back-up procedures are in place.
2. Configuration risks: SWIFT will verify if parameters, such as disk space, filesystems, memory configuration (swap space), TCP/IP and DNS are correctly set-up. Various configurations related to routing, database, failover, HSMs and application monitoring are reviewed.
3. Performance risks: SWIFT will verify if the network bandwidth is sufficient to cope with your institution's needs. We verify the system performance using a performance monitoring tool and will analyse the results for abnormal resource consumption and potential bottlenecks.



It is very useful for stable operations.

Canadian Premium Plus customer ”



Case Reviews and Management Escalation

Service module 6

Escalate your issues to management within 30 minutes. Discover trends and detect areas for improvement.

Available in:

**Premium
Premium Plus**

Optional add-on to:

Care Alliance Lite2

Available for:

**Alliance Lite2
Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Fast support for time critical infrastructures.
- + Enhance in-house expertise and detect trends.

What is it?

This service module comprises two elements that further enhance your problem resolution and prevention experience.

1. Management Escalation: SWIFT activates the management escalation process within 30 minutes after the problem affecting the main message flow has been reported. This ensures that the problem gets resolved as quickly as possible.

2. Case Reviews: support staff or your Service Manager* will review with you all cases submitted on a quarterly basis. This helps to identify trends and detect areas for improvement in your operational expertise and enhance your SWIFT Smart training or On-Site Troubleshooting Course experience.

Why?

SWIFT understands that time critical and/or high volume infrastructures are dependent on the SWIFT network and SWIFT operations.

Consequently, SWIFT assures management escalation of your issue and provides quarterly analysis of submitted cases.

“

Our proactive discussions and escalation arrangement, give us confidence in the ongoing operations, system maintenance, management, and projects.

”

Canadian Premium Plus customer



Operational Monitoring Tool (OMT)

Service module 7

Monitor your own traffic from a technical and operational perspective.

Available in:

**Premium
Premium Plus**

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Understand your traffic patterns, operational impacts on throughput, volumes and queue status.
- + Turn data into actionable business insights.

What is it?

SWIFT's operational monitoring tool allows you to monitor customer traffic from a technical and operational perspective (throughput, data sizes exchanged, current queue status, etc.).

The traffic monitoring features enable you to monitor and display traffic for both Throughput and Volumes. It covers all FIN, InterAct and FileAct data from the last 60 days.

The throughput screen allows you to see the number of transactions per second (TPS).

The volumes screen allows you to measure the traffic passing through your institutions, services or SWIFT Net Links (SNL).

Queue status info enables you to access information about the status of your SWIFT Net queues or FIN delivery subsets.

Why?

Analyse your own SWIFT traffic data to identify anomalies in behaviour, unusual patterns or trends in traffic flows, hidden relationships, validate existing processes, significant levels of activity in high-risk areas and attain a global view of SWIFT traffic.



Business Continuity Tests

Service module 8

Test the impact on your environment with SWIFT's yearly testing of outage scenarios.

Available in:

**Premium
Premium Plus**

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Demonstrate the functional capability of your recovery in the event of different outage scenarios.

What is it?

SWIFT conducts annual disaster tests with customers to allow to test the impact of certain events on customers' infrastructures.

SWIFT strongly recommends customers to participate in these annual tests and to align the planning of their Disaster Recovery Infrastructure (DRI) testing with SWIFT's business continuity rehearsal testing.

Why?

Verify your level of preparation for different outage scenarios- the tests offer you the opportunity to exercise and validate your readiness under less stressful circumstances. You can assess resource availability or capability, training team members for their recovery roles, determine the actual length of recovery time to determine the true functional recovery of the areas tested.



On-site Troubleshooting Course

Service module 9

Personalised training with recommendations and guidelines to maintain your SWIFT environment.

Available in:

**Premium
Premium Plus**

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Solve the most commonly encountered problems yourself.
- + Provide relevant diagnostic information when reporting a problem to speed up the issue resolution process.

What is it?

This annual course provides recommendations and guidelines to help you maintain your SWIFT environment, to solve the most commonly encountered problems, and provide relevant diagnostic information when reporting a problem. The course is particularly useful for technical experts. Prior to this course, which is delivered on customer premises, you are encouraged to follow the troubleshooting modules available on SWIFT Smart.

The service entitles each registered user of the customer to attend the course.

Travel costs are covered for an annual trip, which is combined with the annual Health check. Any other trips will be chargeable.

Why?

Through enhanced information and knowledge sharing, your business and technical teams can act promptly and independently for problem detection and solving.



Service Management

Service module 10

Benefit from personalised advocacy and guidance to proactively keep your SWIFT environment operationally efficient and in line with SWIFT best practices.

Available in:

Premium Plus

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Personalised preventive and proactive support and account documentation.
- + Monitoring and problem escalation up to Command Centre linked to individual needs.
- + Compliance with financial regulations and industry best practices.
- + Need to ensure applications are in line with best practices and on the latest security update.
- + Proactive information sharing and reporting.

What is it?

SWIFT provides a designated professional – the Service Manager – to ensure advocacy and guidance, keeping your SWIFT environment operationally efficient and in line with SWIFT best practices.

In order to deliver preventive, reactive and escalation services to the highest standard, the service manager works in collaboration with SWIFT account managers, dedicated team of expertise at global support centres, Centre of Expertise and SWIFT Command Centre.

In case of a blocking situation, the management escalation process actively involves senior management on both sides: yours and SWIFT's including SWIFT Command Centre Attention. This process triggers a rapid resolution and ensures efficient communication between the parties involved.

When relevant, the service manager coordinates with the SWIFT project managers in charge of SWIFT consulting projects on the customer's site to understand issues and transfer knowledge to relevant SWIFT teams.

As part of this service, SWIFT also provides a monthly connection availability summary report, which includes the availability of customer lines and monitored SWIFT Net link instances. A report also shows the availability of the customer's FIN destinations (8-character BIC) and logical terminals.

Why?

Service Management is a customer-focused approach to provide a framework to structure SWIFT-related activities and the interactions between you and SWIFT.

It allows you to do business knowing that you always have a SWIFT expert on hand.



All support services provided by the Service Manager exceeded our expectations. We also observed excellent coordination with internal teams, both in HK and HQ, to resolve our problems.

Hong Kong Premium Plus customer

Having someone to listen to our problems and helping us to resolve them makes SWIFT's service stand out.

Colombian Premium Plus customer

With the Service Manager proactively involved, problems are resolved faster.

Singaporean Premium Plus customer



Hands-on Assistance Lite2

Service module 11

Receive hands-on assistance when contacting global support centers.

Available in:

Care

Available for:

Alliance Lite2

Your needs

- + Predictable cost.
- + Easy SWIFT connection.
- + Access to experts.
- + Recurring training and advice on best practice.

What is it?

With this module, you get Alliance Lite2, including hands-on assistance, either over the phone or over SWIFT remote access when contacting the SWIFT global support centres. You get direct access to experts, a detailed explanation on Alliance Lite2 usage and guidance on tasks that are performed infrequently.

The service also covers additional standard and specific configuration changes. Hands-on assistance relates to questions regarding Alliance Lite2 usage, such as help creating a message, explanation of a NAK code, or assistance unlocking or resetting security tokens.

Through SWIFT remote access, we can perform changes on behalf of, and under the supervision of, the customer, including creating new operators, creating templates, or creating a new AutoClient instance.

Why?

Get full peace of mind – the service covers:

- Updates management assistance for mandatory Alliance Lite2 and Personal Token software update
- Creating new user or AutoClient token
- Unlocking or resetting tokens
- Renewing token certificates
- Ad-hoc explanation of message fields when manually creating FIN messages
- Creating message templates
- Explanation of NAK code
- Creating an RMA request
- Responding to (accept/reject) an RMA request
- Additional configuration changes (routing rules, profiles)
- Assistance with the AutoClient installation on another machine
- Locating a message (for example, has the message been sent to SWIFT?)



Updates Management Alliance Entry/Alliance Access

Service module 12 and 13

Hands-on help with the installation of one mandatory functional (annual) and quarterly security updates.

Available in:

Care

Available for:

Alliance Entry Alliance Access

Your needs

- + Help from a SWIFT certified specialist for SWIFT updates management activities.
- + Proactive information sharing on SWIFT updates.
- + Increased predictability and transparency for budgeting and planning of SWIFT environment maintenance.
- + Mitigation of operational risks.

What is it?

Hands-on help with the installation of one mandatory functional (annual) and quarterly security updates.

A Care Manager is assigned to ensure the smooth delivery of updates management activities. Regular meetings are organised throughout the year to plan activities in line with release policy.

As part of the service, you will be entitled to a day during the first year that can be used to implement quick-win fixes and/or solve problems, based on the results of the Health or Light Check.

Up to two infrastructures covered. Additional Infrastructures can be covered at additional cost.

Why?

Benefit from hands-on help and SWIFT expertise for updates management activities.

Updates management activities are aligned with the release policy.

When possible, we aim to deliver the service in your local language.

All updates management services are delivered by SWIFT certified specialists to help you maintain a fully functional environment.



Release and Change Management AMH

Service module 14

Assistance activities on a mutually agreed scope limited to technical aspects on SWIFT AMH and its applications.

Available in:

Care

Available for:

Alliance Messaging Hub (AMH)

Your needs

- + Help from a SWIFT certified specialist for specific infrastructure maintenance tasks.
- + Proactive information sharing on SWIFT updates.
- + Increased predictability and transparency for budgeting and planning of SWIFT infrastructure maintenance.
- + Mitigation of operational risks.

What is it?

SWIFT provides assistance on a mutually agreed scope limited to technical aspects on SWIFT and its applications, such as:

- Installation of Alliance software updates
- Change management
- Knowledge transfer

A Care Manager is assigned to ensure smooth delivery of updates management activities. Regular meetings are organised throughout the year in line with release policy to plan activities.

This service module includes 20 days to be used at your request for releases, updates and change management activities. The scope and planning of activities is agreed with the service coordinator during touchpoint meetings.

Additional days of hands-on assistance in packages (per unit or per package) of 5/10 or 20 days at a preferential rate.

Why?

Benefit from hands-on help and SWIFT expertise for specific infrastructure maintenance tasks. Release and change management activities for AMH are tailored to your needs if you need help with updates and configuration management.

When possible, we aim to deliver the service in your local language.

All release and change management services are delivered by SWIFT certified specialists to help you maintain a fully functional environment.



Days of SWIFT Effort Service

Service modules 15, 16, 17 and 18

Assistance activities on a mutually agreed scope limited to technical aspects on SWIFT and its applications.

Available in:

Care

Available for:

Alliance Lite2
Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)
Alliance Cloud

Your needs

- + Help from a SWIFT certified specialist for specific infrastructure maintenance tasks.
- + Increased predictability and transparency for budgeting and planning of SWIFT environment maintenance.
- + Mitigation of operational risks.
- + Lack of in-house resources and need for operational outsourcing.
- + SWIFT is one of many responsibilities.

What is it?

You can request additional days of SWIFT effort at any time during your care contract. It can be a one-off or recurring upgrade.

Days of effort are sold per unit or per package of 5/10 or 20 days at a preferential rate.

Depending on the main messaging software application, additional days can be used to perform activities such as:

- Handholding assistance
- Update installation
- Operational support during special events/ time periods
- Change management
- RMA management
- HSM management

Why?

Benefit from hands-on help and SWIFT expertise for specific infrastructure maintenance tasks. The scope of additional days of SWIFT effort is tailored to your needs.

When possible, we aim to deliver the service in your local language.

All release and change management services are delivered by SWIFT certified specialists to help you maintain a fully functional environment.



Disaster Recovery Assistance

Service module 19

Review and document disaster recovery testing scenarios.

Available in:

Care

Availability is subject to location, please contact your account manager or nearest office for clarification.

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Mitigation of operational risks.
- + Lack of in-house resources and need for operational outsourcing.
- + SWIFT is one of many responsibilities.
- + Increased predictability and transparency for budgeting and planning of SWIFT environment maintenance.

What is it?

Disaster recovery assistance helps with the planning and the review of your disaster recovery testing scenarios. SWIFT-designated engineers review disaster recovery documentation and provide recommendations on the various scenarios to be tested.

Following a customer's disaster recovery testing, SWIFT reviews test results and gives appropriate recommendations.

Typical scenarios:

- Alliance Connect failure
- Alliance Gateway failure
- Alliance Access failure

Why?

Disaster can strike any business, but speedy recovery is expected by today's stakeholders – and this can be achieved by an effective disaster recovery plan. With the help of SWIFT, you can develop and maintain an effective disaster recovery plan, protecting you from downtime – and helping your business survive.

When possible, we aim to deliver the service in your local language.

Disaster recovery assistance services are delivered by SWIFT certified specialists to help you maintain a fully functional environment.



On-site Emergency Interventions

Service modules 20 and 21

Our guarantee to be on site in case of blocking issues which cannot be solved remotely.

Available in:

Premium Plus Care

Availability is subject to location, please contact your account manager or nearest office for clarification.

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Minimal downtime for time critical infrastructures.
- + Mitigation of operational risks.

What is it?

In case of a blocking situation, the global support centre advises that a SWIFT certified engineer might speed up the resolution of an issue. The SWIFT certified specialist will work on-site, providing emergency assistance to restore the normal operations of your SWIFT infrastructure. Availability subject to location.

Why?

All SWIFT customers benefit from the self-service facilities on www.swift.com/support and unlimited assisted support by global support centres via phone, case manager or e-mail. Our support centres are available 24 hours a day, 7 days a week, ensuring round-the-clock support. The staff at support centres are best placed to ensure timely follow-up and response to your query or issue:

- Support staff work globally and are aware of the latest issues and updates.
- Each contact with support centres is allocated a unique case number, ensuring traceability and timely monitoring of the progress responding to your query or issue.



Custom

Service module 22

Customise your Premium Plus package.

Available in:

Premium Plus Custom

Available for:

**Alliance Entry
Alliance Access
Alliance Messaging Hub (AMH)**

Your needs

- + Customised monitoring, reporting or problem resolution processes to suit specific needs.
- + Pressure to reduce operational risk and cost.
- + Lack of in-house expertise and need for operational outsourcing.
- + Compliance with financial regulations and industry best practices.

What is it?

SWIFT allows you to customise certain service features of the support services as an add-on to the Premium Plus package.

A support package you can take on on a recurring basis.

Some items that can be customised:

- additional terminal or monitoring
- customised reporting
- community assistance for market infrastructures

SWIFT works directly with you to provide a program that meets your specific requirements.



Premium Services Forum (PSF)

Service module 24

Experience an unrivalled opportunity to network with peers and industry experts, discuss challenges and exchange practices to continue to enhance levels of operational security and efficiency.

Exclusively upon invitation to the customers of:

**Premium
Premium Plus**

What is it?

This annual forum is an opportunity for our Premium Support Suite community to come together, exchange ideas and work on solutions to common challenges. Every year, SWIFT organises three regional PSFs - in Americas, Asia Pacific and Europe - to enable worldwide attendance.

The agenda reflects our continuing goal of operational excellence and builds on constructive discussions on a range of topics, including:

- + Technology innovation and its impact on messaging
- + Security controls and cyber challenges affecting the financial industry
- + Optimal management of your SWIFT environment
- + Knowledge sharing with your peers

We look forward to meeting you at one of our Premium Services Forums.



Alliance Cloud Maintenance and Handholding

Service module 25

Leverage SWIFT's operational expertise for the maintenance of your Alliance Cloud

Available in:

Care

Available for:

Alliance Cloud

Your needs

- + Reduce your operational risks.
- + Frequent exchanges with a SWIFT expert.
- + Benefit from a point of contact who coordinates all your maintenance activities.

What is it?

This module consists of a series of planned, recurring activities, delivered in a proactive way under the supervision of your Care Manager:

- Dedicated quarterly touchpoints: interactive questions and answers session to provide feedback, identify recurring issues that need to be addressed, and discuss SWIFT's and customer's operational roadmaps and initiatives.
- Alliance Cloud housekeeping: annual review of the information and sanity check.
- Configuration changes: ensure that your Alliance Cloud configuration corresponds to your requirements.
- Upgrade of SIL instances: SWIFT performs the installation of all mandatory and relevant optional SIL upgrades.

Why?

Get full peace of mind for your Alliance Cloud:

- The operational maintenance services offered not only cover the technical aspects, but also include the related processes and people.
- As a result, your environment is more resilient to issues, and cases resolution time is minimized.



Advanced support & care services

to maintain operational stability and security best practices of SWIFT environment

Your needs

Premium 

Preventative support to help maintain a fully functional environment

Premium Plus 

Proactive support and personalised services for highly resilient infrastructures

Care 

Planned hands-on activities

Your needs	Premium	Premium Plus	Care
Fast and preventive support for time critical infrastructures	Yes	Yes	No
High-volume institutions with specific needs managing complex infrastructures	Yes	Yes	No
Customised monitoring / escalation linked to individual needs	No	Yes	No
Pressure to reduce operational risk and cost	No	Yes	Yes
Lack of expertise in house and need for operational outsourcing	No	No	Yes
SWIFT is one of many responsibilities	No	No	Yes
Compliance with financial regulations and industry best practices	Yes	Yes	Yes
Challenge to keep applications in line with security best practices and the latest security update	No	Yes	Yes





www.swift.com/services