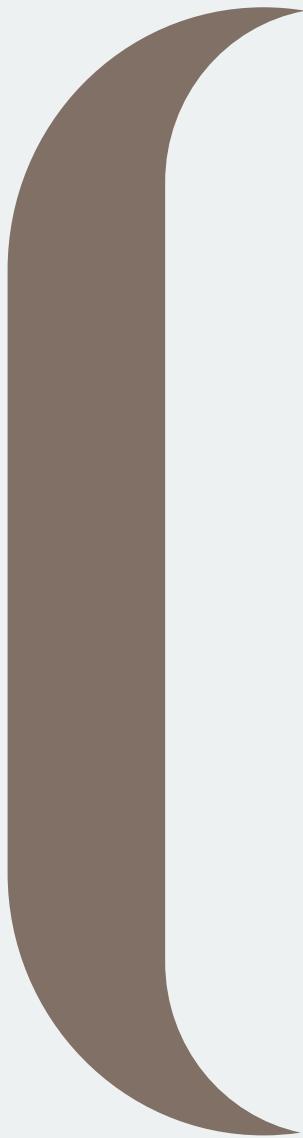




**SWIFT Professional Services for gpi**  
Supporting your onboarding



# Take advantage of SWIFT's expertise

From kick-off to commercialisation

# Why SWIFT Professional Services?

Adopting SWIFT gpi will deliver significant value to both your institution and your customers. But we understand that implementing the service can pose certain challenges. From inception to post-launch, you may find yourself grappling with uncertainties, questions and concerns.

That's why SWIFT Professional Services offer a one-stop-shop for all your SWIFT gpi assistance needs. Drawing on the vast experience of our services team - and expertise developed helping over 60+ banks go-live on SWIFT gpi - we deliver a range of services, from off-the-shelf service proposals to fully customisable solutions.

Feel free to contact your SWIFT account manager or [local SWIFT office](#) to take advantage of our unique SWIFT gpi services offer.

## Benefits

One-stop-shop for end-to-end SWIFT gpi services

Out-of-Box and customizable services to match customer requirements

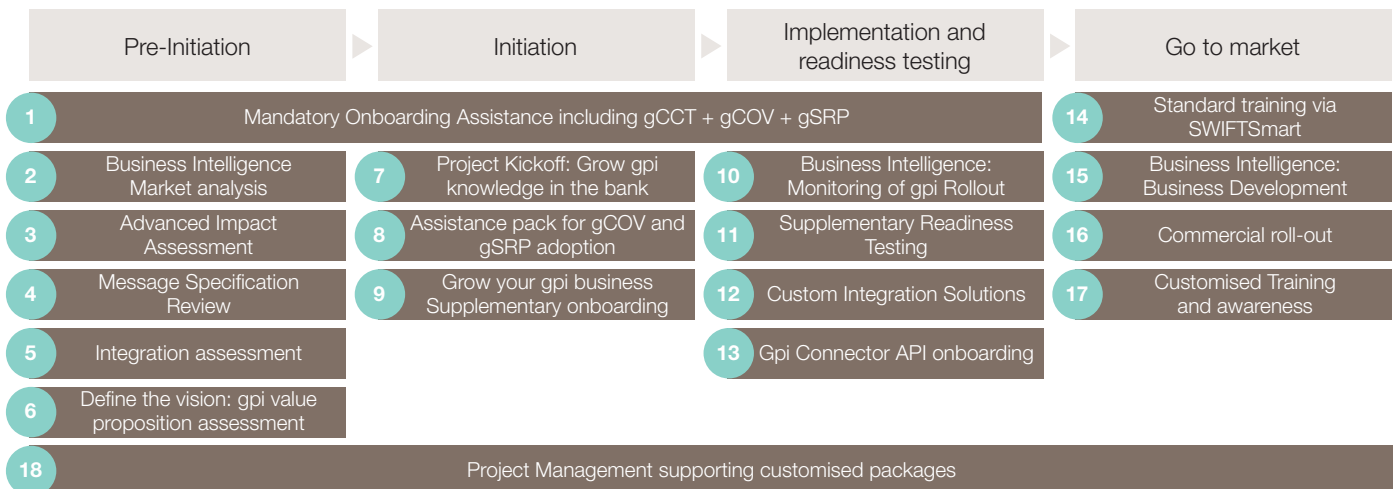
Services that enable you to deliver a high quality SWIFT gpi service

Guidance throughout the implementation and selling SWIFT gpi benefits to your corporate clients

Leverage SWIFT's gpi expertise both at strategic and operational levels

Peace of mind in SWIFT gpi implementation

## How you can take advantage of SWIFT's expertise throughout your gpi project



Customers can take advantage of SWIFT's expertise throughout the entire project and seek assistance from SWIFT consulting services

# Plan your SWIFT Professional Services for gpi based on the gpi phases

## Pre-Initiation Phase

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### Mandatory onboarding services

During the course of multiple SWIFT gpi implementations, SWIFT has identified three areas to carefully consider: The implementation needs unique to the customer; the need for a structured roll-out plan; and the requirement for rigorous testing before roll-out.

With the mandatory onboarding package, you can be in control of the SWIFT gpi implementation with our experts working alongside you to handle the project in the most professional way, from the pre-initiation phase to roll-out of your SWIFT gpi services. The onboarding package covers:

- Access to online trainings
- Detailed explanation of SWIFT gpi business rules and technical specifications
- Impact assessment workshop
- Regular Q&A sessions
- Exhaustive list of test cases
- Joint execution of bilateral testing and results reconciliation

This package guarantees peace of mind and full access to SWIFT's knowledge and experience to successfully implement SWIFT gpi.

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### Business intelligence

To go deeper in analysing your payment landscape and strengthen your SWIFT gpi business case, we can help you to prioritize your roll-out. SWIFT offers a detailed analysis of your payment corridors and SWIFT gpi outreach, tailored to your request, which will not only help identify your payments per BIC8 (volumes sent and received, top 2 currencies, top 5 correspondents, top 10 agents), but also calculate different BI metrics. These metrics will enable you to conduct quantitative analysis of the impact that SWIFT gpi will have on your institution. For more information about this offer, click [here](#).

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### Advanced impact assessment

To support you in assessing the impact of SWIFT gpi business rules implementation on your existing business and process flows, SWIFT offers this advanced impact assessment service offering.

This on-site SWIFT service offer is best equipped to help defining a comprehensive roadmap for SWIFT gpi implementation that will ultimately reduce the overall effort towards the go-live date. A reduced lead time between the subscription date and the go live date will have a positive impact on your capacity to advertise SWIFT gpi and gain momentum in a fast evolving market.

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## Message specification review

This service offer, with remote expert support, prepares you for the usage of the SWIFT gpi Customer Credit Transfer and Cover and Stop & Recall services by reviewing the existing message specifications or proprietary equivalents against the SWIFT gpi Rulebook and technical specifications. Thereby, helping you identify gaps between current message specification and SWIFT gpi compliant messages.

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## Integration assessment

SWIFT gpi business logic resides in the most critical back office systems, and to build a solution you may need a thorough assessment of such integration needs. SWIFT can support you in the integration assessment as part of this service offer.

SWIFT will assess your operational infrastructures, appraise integration readiness and identify potential architecture design changes to enable SWIFT gpi implementation across different locations. SWIFT will provide you with a clear and in-depth technical understanding of SWIFT gpi and its impact on your current payments operating model and architecture.

Working with your IT teams responsible for your back-office application, SWIFT can support you in assessing the integration needs that will arise from SWIFT gpi implementation in back-office applications. Additionally, our experts will help evaluate the implementation strategy around the SWIFT gpi connector component which is mandatory for SWIFT gpi API implementation.

SWIFT will also help assess your integration readiness and identify potential architecture design changes that enable the implementation of SWIFT gpi across different locations.

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## Define the vision: deliver the full value of SWIFT gpi

If the first few steps towards SWIFT gpi seem complex, SWIFT has a customizable service solution for you. Within the scope of this service, a SWIFT expert will be on-site to work alongside you and understand your business priorities and support your decision-making process.

We will be able to help identify the strategic benefits that SWIFT gpi will bring to your organization with a customer-centric approach, and we will complement the strategic analysis with a sound business case, a thorough SWIFT gpi roadmap and expert recommendations to avoid potential pitfalls.

SWIFT will also support you in clearly defining the value propositions and strategic benefits of SWIFT gpi for your customers. The SWIFT expert will jointly work on-site with you and complement this strategic analysis with a business case with potential new revenue.

Additionally, our expert will work with you to help create a roadmap with a long-term vision of SWIFT gpi under a phased implementation approach.



## Initiation Phase

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### Project kickoff

A 2-hours kick off workshop will be organised with all relevant stakeholders. The agenda covers:

- Why SWIFT gpi?
- Project Methodology
- Project plan: What needs to be done, by when and by whom?
- Next steps

The goal is to:

- Create momentum
- Ensure alignment on goals, objectives and milestones of the initiation phase
- Ensure a good understanding of the methodology
- Ensure strong governance

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### gCOV and gSRP onboarding

As the scope of SWIFT gpi widens, with the launch of SWIFT gpi Stop and Recall service (gSRP) and SWIFT gpi Cover service (gCOV), you will need to integrate additional specifications, business rules and technical specifications requiring rigorous testing and clear implementation. With this off-the-shelf service, SWIFT will support you with limited project management, knowledge building, implementation assistance, testing monitoring and readiness validation support to accelerate your implementation of gSRP and gCOV.

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### Supplementary onboarding

Going live in a single geography with a few currencies is just the beginning. SWIFT can support your implementation team as and when you plan to extend the gpi scope to other entities with different architectures, different payment solutions, additional currencies, etc. This SWIFT offer will help you identify the potential pitfalls and ensure smooth SWIFT gpi business growth with end-to-end assistance during the implementation and readiness testing.

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## Implementation Phase

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### Business intelligence: Monitoring of gpi roll-out

As you prepare to go-live and start exchanging traffic under the community testing umbrella, you may want to analyse your flows deeper, and look at your correspondents' flows as well as compare your traffic with your peers in the SWIFT gpi community.

SWIFT offers you this valuable information as you increase your SWIFT gpi traffic. These monthly traffic reports with in-depth SWIFT gpi analysis reports, including daily SWIFT gpi traffic evolution are welcomed widely by the SWIFT gpi community as tools for extended control on monitoring their SWIFT gpi roll-out strategy, and ensuring you are in control and have thorough visibility of all your cross-border payments. For more information, click [here](#).

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### Supplementary readiness testing

The expansion of your current SWIFT gpi scope to additional entities, subsidiaries, payment systems or currencies can be complex and the efforts required may lead to delays and quality concerns.

SWIFT will assist you in the preparation and execution of readiness testing activities for the expansion of your existing SWIFT gpi implementation, while preserving a high-quality SWIFT gpi service.

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### Custom integration solutions

To meet all your specific custom integration requirements to support SWIFT gpi, we can help you with fully customisable solutions based on Alliance Access (IPLA), SWIFT Integration Layer (SIL) or AMH.

SWIFT is committed to ease integration and provide expert advice using the latest API and integration technology adaptable for different back-office systems. You can expect improved STP ratios through SWIFT's strong customized components complementing your back-office applications efficiently. SWIFT IT consultants will assist you in connecting various systems to SWIFT gpi with a minimal investment.

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### Connector API onboarding services

Whereas API implementation to communicate with the Tracker brings more flexibility and efficiency to your SWIFT gpi implementation, it requires comprehensive understanding of API technology and onboarding of the SWIFT gpi Connector, which is the secure component to support APIs. SWIFT offers this service package to all who intend to implement APIs. This is split into following phases:

1. SWIFT gpi Connector installation
2. SWIFT gpi Connector training
3. API implementation assistance
4. API integration testing assistance

The service is a combination of remote and on-site services and can be customised to your requirements. With its extensive experience, SWIFT is the partner to provide you with peace of mind in your API implementation.



## Go to Market Phase

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### Standard training via SWIFT Smart

Standardised and comprehensive SWIFT gpi trainings are available on our SWIFT Smart portal and offer an effective first step to gaining SWIFT gpi understanding. The SWIFT gpi related content available in these trainings ensures your business, technical and operations staff have a good understanding of the programme to deliver a roadmap accurately and effectively. SWIFT Smart courses with short, interactive and comprehensive content offer a unique service to gain SWIFT gpi understanding at your own pace and time. These valuable courses are available for immediate consumption to all SWIFT users, as part of your annual SWIFT fee.

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### Business Intelligence (BI): Business development with Observer Analytics

Once live with SWIFT gpi, business growth and optimisation will be high on your agenda. SWIFT BI has the perfect solution for you to take your first step in this direction with SWIFT gpi Observer Analytics. The solution offers end-to-end payment routing analysis, market practices for transparency on deducts, duration of specific routings, number of banks involved in the chain, and much more. Furthermore, you will be able to benchmark all these insights against the SWIFT gpi community. This is the ideal solution for you to determine best payment routes, best correspondents, charging practices, thus reducing time and cost. For more information, click [here](#).

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### Commercial roll-out

As you plan to roll-out SWIFT gpi services for your customers, you may be asking yourself a number of questions:

- How can I enhance the customer experience?
- How can I achieve better efficiencies in back-office operation?
- How can I increase business and offer better service for customers?

As part of this commercial roll-out service offering, SWIFT will assist you in defining your bank's roll-out strategy for SWIFT gpi taking in account all these questions. SWIFT will assist and advise you on defining SWIFT gpi product approach and value propositions for all segments of your customers. We will cover assistance on all aspects of your commercialisation strategy such as product definitions, commercial and onboarding documentation, commercial staff readiness, sales approach definition and roll-out priorities.

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### Customized training and awareness

SWIFT offers tailored on-site trainings for communities or teams at individual institutions, covering your selected game-changers in the new SWIFT gpi landscape.

Bespoke and customised trainings are available to dive deeper into in the following SWIFT gpi topics:

- Detailed training on Tracker
- Detailed training on SWIFT gpi Business rules
- Detailed training on the Observer

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## End to end

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### Project management

SWIFT can ensure your readiness, help accelerate the implementation, and when needed, manage the complete project end-to-end.

Our tried and tested methodology ensures a timely delivery of your SWIFT gpi implementation. SWIFT is thus, best positioned to support your SWIFT gpi implementation end-to-end and on time. As a trusted liaison between SWIFT teams and your institution's project manager, we provide you valuable project oversight, report on dependencies, progress, issues and corrective actions to help control your SWIFT gpi implementation. Leveraging our experience of past experience with numerous gpi deployments, the SWIFT team is equipped to provide advice on best practices applied within the industry, thereby mitigating risks.





## SWIFTgpi

### About SWIFT

SWIFT is a global member-owned cooperative and the world's leading provider of secure financial messaging services. As a global member-owned cooperative and the world's leading provider of secure financial messaging services, SWIFT enables more than 11,000 banking and securities organisations, market infrastructures and corporate customers in more than 200 countries and territories to communicate securely and exchange standardised financial messages in a reliable way. As their trusted provider, we facilitate global and local financial flows, relentlessly pursue operational excellence, and continually seek ways to lower costs, reduce risks and eliminate operational inefficiencies. We also bring the financial community together to work collaboratively to shape market practice, define standards and debate issues of mutual interest.

For more information please contact your SWIFT account manager or visit [www.swift.com](http://www.swift.com).

### About SWIFT gpi

The SWIFT global payments innovation (SWIFT gpi) is the largest change in cross-border payments over the last 30 years and is the new standard. SWIFT gpi dramatically improves the customer experience in cross-border payments by increasing their speed, transparency and end-to-end tracking. Hundreds of thousands of cross-border payments are today being sent using the new gpi standard, and payments are made quickly, typically within minutes, even seconds. Since its launch in January 2017, gpi has dramatically improved the cross-border payments experience for corporates in over 500 country corridors. Key features of the gpi service include enhanced business rules and a secure tracking database in the cloud accessible via APIs. Thanks to SWIFT gpi, corporates can grow their international business, improve supplier relationships, and achieve greater treasury efficiencies.

Contact your SWIFT account manager or [local SWIFT office](#) to take advantage of our unique SWIFT gpi services offer.

### About SWIFT Professional Services

SWIFT Professional Services is a trusted partner for performance, enabling organisations to make the most from their SWIFT membership. We help our community to pursue operational excellence and continually seek ways to accelerate time to market, reduce risks and eliminate inefficiencies. Our products and services support our community's access and integration, business intelligence, reference data, standards and financial crime compliance needs.

Learn more about the value of working with SWIFT Professional Services, visit [www.swift.com/services](http://www.swift.com/services).