

## Proactive handholding for your Alliance Cloud

- Proactive handholding and operational guidance to help for specific tasks related to your Swift environment with main messaging software application Alliance Cloud
- These activities are delivered under the supervision of your Care & Success Manager

### Remote Access

Service Module 1

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

### Alliance Cloud Care

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
- Installation of mandatory and relevant optional SIL Upgrades
- Re-installation of SIL
- Hands-on training on Alliance Cloud
- Operational support during planned and pre-agreed special events
- Installation of relevant security upgrade on Microgateway instance
- Configuration review of Microgateway instance