Care Alliance Cloud

Remote Access
Service Module 1

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

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 to ensure that the customer's SWIFT Environment is maintained according to SWIFT best practices

Care Manager
- For each Care customer, a Care Manager is assigned, ensuring a smooth delivery of the offering and coordinating the overarching activities and touchpoints

Dedicated quarterly touchpoints
- Review of customer's usage of the interface and cases submitted
- Open discussion and recommendations on how to get the most out of Alliance Cloud

Alliance Cloud housekeeping
- Annual check of customers' information and identities (contacts, roles,…)
- Testing of the tools and channels for delivery of the package

Configuration changes
- Up to 1 change request per quarter
- Role/Workflow changes, adding/removing users

Upgrade of SIL Instances
- All mandatory and security updates
- 3 instances covered (Primary, Back-Up, DR)

Optional payable **add-ons**

Additional Days of Effort
Service Module 15

- 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