

SWIFT Infrastructure Support

Flexible services that can enhance resilience and increase operational efficiency

INTL Technology Services LLC helps financial institutions improve the resiliency and increase the operational efficiency of their SWIFT infrastructure through a comprehensive yet customizable support function. Given that a single failure within this infrastructure can impact the business significantly, our offering provides proactive monitoring of this high-availability system that can:

- Alert you to potential problems before they arise
- Quickly resolve a multitude of potential issues if they do arise

SERVICE HIGHLIGHTS

Certified expertise. Attention to your SWIFT infrastructure by highly qualified, experienced and certified SWIFT experts. INTL Technology Services LLC has a large SWIFT team with a combined 40+ years of experience. Most of our support employees are SWIFT certified.¹

Global coverage. Our SWIFT support staff are located in New York, Bengaluru and Sao Paulo, giving you 24x7 access. Our experience with setting up secure remote connectivity to client systems gives you instant access to these experts.

Comprehensive coverage. A range of problem prevention measures that cover your entire SWIFT infrastructure, your SWIFT messaging and connectivity operations.

Built-in responsiveness and support. An SLA with defined response times for initial contact, issue diagnosis, resolution and client status updates gives you the reassurance of a quick response to problems that could arise. Access to an SLA ticketing system portal which is always available to customers to create/update/view their ticket status.

Improved efficiency. A full range of operational efficiency measures, such as automation of common operational tasks as well as execution of preventive maintenance tasks at quarterly, six-month and annual intervals.

FLEXIBLE OPTIONS TO SUIT YOUR NEEDS

We typically deliver our SWIFT Infrastructure Support services through two packages. While designed to deliver comprehensive support, these packages can also be tailored to meet a client’s unique needs.

| Gold Package | Premium Package |
|---|---|
| <ul style="list-style-type: none"> • Preventive maintenance • SWIFT infrastructure inventory and technical procedures documentation with recommendations • Contingency procedures documentation • Quarterly health checks (includes documentation updates) • PKI management • Configuration details management • Backup / restore management • Message archive / event journal management • Problem resolution • Registering cases with SWIFT and managing them to completion • HSM management • SWIFT adapters configuration for back office integration • Automation of BIC directory update • Support of administrative tasks with SWIFT • SWIFT connectivity solutions • Remote support during standard hours | <ul style="list-style-type: none"> • All elements of the Gold Package • Support outside standard hours on a business day • SWIFT Minor upgrades • Installation of currently licensed software on additional servers • Installation of license extensions of currently licensed software • Addition and configurations of new BIC extensions (i.e. branch BICs or BIC11s associated with an existing BIC8) • Support for automated monitoring by integration with SNMP systems • Implementation of IntlAutoErrorCorrect, a set of tools for automated error detection and correction • Support for relocation of existing SWIFT equipment |

¹ <https://www.swift.com/about-us/partner-programme/certified-solutions/swift-certified-specialists/swift-certified-specialists-finder>

LEARN MORE

SWIFT Infrastructure Support can help improve resiliency and efficiency while enabling you to devote your IT resources to other priority issues. Take the first step toward capturing these benefits by calling or emailing our team today. Or for more information on how we can help you, contact:

infoswift@intlfcstone.com