



SYNERGY



## SWIFTCare

Synergy has been providing SWIFT systems support since 1992 with a consistently high level of service to financial institutions in the UK and Eire.

The company's SWIFT Service Partner accreditation is an assurance that you will receive a systems support service from highly qualified technicians backed up by the highest standard of care for your SWIFTAlliance system.

Synergy's 'SWIFTCare' incorporates all aspects of systems support for Alliance, from installation and consultancy to service level agreements and telephone support. Our SWIFT certified support team has comprehensive experience of both past and present SWIFT interfaces and can deliver support on Alliance Access/Entry.

SWIFTCare is based on extensive SWIFT messaging know-how, Alliance technology and many years experience in supporting SWIFT interface systems. We believe you will not find another service provider that offers you better value.

- SWIFTAlliance scheduled & unscheduled support
- Choice of service level agreements
- Service excellence and high customer satisfaction
- SWIFT accreditation and messaging applications expertise
- Back-office expertise
- Comprehensive customer support documentation
- Change control management
- "LEGATO" business continuity service



*Ready Services*

United Kingdom 2010

## Synergy's SWIFTCare is a comprehensive and flexible support service to maintain high availability of your SWIFTAlliance system

- You choose the support package that suits your needs



Now you can choose the partner who you believe will offer you the best deal in terms of dependability, professional expertise and value for money.

By choosing Synergy, you benefit from the most comprehensive and competitively priced support package (with exclusive value-added services) available.

Each SWIFTCare service begins with a free evaluation consultation.

You will be introduced to one of Synergy's senior team members who will evaluate your SWIFT environment and make any recommendations accordingly.

SWIFTCare comprises three main elements:

- Scheduled Support
- Unscheduled Support
- Value-Added Services

You can choose from a range of Support Plans to suit your operation and budget.

Synergy's Standard Service Level Agreement (SLA) fees are based on telephone support, typically from 08:00 to 20:00 during the business week, and critical on-site presence within 4 hours.

You pay one annual fee which includes :

- 2 system healthchecks
- Business continuity (DR) testing (2 days per annum)
- On-site presence for scheduled support
- On-site presence for reactive problem management
- No restrictions on the number of on-site days that may be required

### Scheduled Support

This deals with the 'planned work' and includes:

- Customer support documentation
- Software installations and upgrades
- Business continuity planning and rehearsals

One feature of this service is a customised "SWIFTCare Configuration and Procedures Guide."

This guide provides us with an invaluable source of reference to help us support and maintain your system for high availability.

The guide is prepared and maintained by us and offers you detailed information on:

- Alliance configuration
- Alliance procedures (Daily & DR)
- Change control

### Unscheduled Support

This covers all the unexpected and potential problems with system failures:

- Start-up
- Interfaces
- Back-ups
- SWIFTNet connectivity
- Disk space

### SWIFTCare Optional Value-Added Services

#### Laptop Contingency Support

For institutions whose Alliance environment consists of a single Alliance server (without a local standby server) or who need to reduce the exposure presented by a disaster recovery situation, Synergy provide the Alliance Laptop contingency service.

This cost effective support service is supplied as an annex to the Service Level Agreement and will improve the effectiveness of Alliance recovery capability, minimise Alliance downtime, reduce business disruption and provide both local and remote contingency capability whatever the nature of the disruption.

The Laptop Contingency service includes the following deliverables:

- Managed and stored securely offsite from the customer's premises
- Fully configured with the required operating systems, patches, SWIFTNet Link and Alliance application software
- Available on-site within 4 hours (Monday- Friday, 9am-5pm) for emergency invocation
- Capable of providing SWIFT message processing in the event loss of the Production server
- Available for DR testing at the customers DR premises (two tests per annum included)
- A memory sticks to contain a backup of the Production Alliance registry, a copy of the Alliance directory structure and a backup of the Alliance data base
- Available for contingency preparation when performing software upgrades on an Alliance server when no local standby server is available

### Consultancy Services

SWIFTCare Consultancy includes:

- Back office systems integration
- SWIFTAlliance training
- Historical data migration
- SWIFT interface migrations, e.g. Alliance Entry to Access

### Legato RepliStor Support

Legato RepliStor is the leading replication technology and is ideal for second site DR and protecting your SWIFT data.

Legato RepliStor implementations either undertaken or maintained by Synergy require a number of ongoing attendant support activities.

The support is supplied as an additional service to your SLA.

This will ensure that the data integrity, intra-day recovery capability, change control and software support is maintained for the continued protection of your SWIFTAlliance system.

Legato RepliStor Support includes:

- Upgrades to the latest version of the software on the Production and Standby server (DR if applicable) in order to ensure compliance with support recommendations
- Configuration changes to reflect changing business requirements
- Semi-annual testing to ensure that recovery capability is maintained for both Alliance and SWIFTNet PKI
- Production and maintenance of the RepliStor configuration documentation particular to the customer's environment for internal and external auditing purposes
- Disaster recovery procedures document for both test and live

### Alliance Security Reviews

The security review focuses on the Alliance security configuration settings, user profiles, exception reporting and user account management.

The security review results in the generation of a report detailing the findings with associated recommendations.

Agreement of the recommendations and the respective implementation schedule are confirmed with the customer together with the necessity for any security related training.

### Cisco Firewall Support

For all Firewalls implemented by Synergy as part of the network integration to SWIFTNet FIN a number of ongoing attendant support activities will be required.

The support is supplied as an annex to the Service Level Agreement and will ensure that the data integrity, network security, change control and replacement availability of the Firewall is maintained for the continued protection of the customer's network interface to SWIFT.

The Firewall support services include:

- Replacement Firewall available on-site within 4 hours and configured to reflect the customer's network settings in the event of a failure of the production firewall
- Upgrade and testing of the Firewall operating systems using the CISCO SmartNet software subscription service
- Supply of a replacement Firewall during the upgrade and testing of the Production Firewall operating system
- Semi-annual testing of the Firewall to include network penetration tests, intrusion log review and the production of a health check report for the benefit of both internal/ external audit reviews

## Choose Synergy's Service Bureau

### Cost Saving

Synergy offers a cost-effective environment that reduces management burden and in-house operational complexities whilst saving costs on IT and SWIFT specific personnel. We are careful to make sure that our pricing is transparent with no surprises.

### True Resilience

We achieve this by using two data centres, both continually active and located geographically remote from one another. Our network is engineered to ensure that there are no single points of failure and is entrusted to BT Radianz as a network provider. Resilience extends to the human side of the business too with operations conducted from multiple monitoring and control locations.

### Experience

Synergy has been operating within the SWIFT domain since 1992. Our engineers are all certificated by SWIFT with an in-depth knowledge of the systems and also have a wealth of experience in supporting SWIFT interface systems as well as managing SWIFT operations. Our engineers are renowned for their effectiveness and customers focus.

### Investment protection

At synergy, we understand that for our customers, their SWIFT infrastructure supports critical business processes. Putting your faith in our Service Bureau will provide you with investment protection. We take full responsibility for maintaining and updating SWIFT infrastructure software and equipment.

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