

SWIFTNet Fully Hosted Service



Synergy's Service Bureau

Simplified Operations, Reduced Management Burden and Reduced Cost

Synergy is an accredited SWIFT Service Partner and operates a SWIFT Service Bureau providing over 90 customers with international access to SWIFTNet via its London and Nottingham operations centres. All our customers benefit from resilient and highly secure connections with hassle-free operation and substantial cost savings.

As the SWIFT network continues to evolve, the operational complexities, resource requirements and associated costs will continue to increase.

This trend has resulted in some institutions either centralising their SWIFT operations or seeking the services of a SWIFT Service Bureau to alleviate the expense and the complexities of SWIFTNet changes.

Also, with membership widened to embrace other players such as corporates and the funds industry, the demand for cost-effective and easy access to SWIFTNet has never been higher.

Synergy's SWIFT Service Bureau easily meets today's challenge and will appeal to banks, broker dealers, fund managers and corporate treasury departments who demand the highest standards of service delivery alongside immediate operational and cost benefits.

At A Glance

- Secure architecture
 - Reduced operational risks
 - Hosted in dual active data centres (London & Nottingham)
- Fast access to business continuity through fail-safe
- Reduces need for in-house SWIFT specific skills
- Integration with host systems with customisable options (Facilitates STP)
- All SWIFTNet services available (FIN, FileAct, InterAct, Browse etc)
- Ability to adapt to market infrastructure changes



Ready Services

Implementation & Integration 2011
United Kingdom

Synergy's SWIFT Service Bureau

Access to a SWIFT interface for your organisation will be required as a result of a solid business decision rooted in your need to access one or more of the following services:

- SWIFTNet CREST
- SWIFTNet FIN
- SWIFTNet FileAct
- SEPA
- TARGET2
- And a whole range of SWIFTNet solutions

Management and operation of a complete SWIFT infrastructure brings additional work-load and a host of operational complexities. These factors are an important consideration in any decisions you make on how best to achieve the required functionality.

With the SWIFT environment bringing new obligations for routine and a mandatory requirement to maintain reliable connectivity for the duration of each business day, the hosted service will provide a more reliable service at a substantially reduced overall cost.

The Synergy Service Bureau provides complete resilience with fully contingency via dual operational data centres based in London and Nottingham as well as continuous system monitoring from our Operations Centres in London and Nottingham.

An additional layer of connectivity monitoring is provided by a visual array of all connections on large screens; this ensures an instant response from our support team should any link changes status or fails over to a standby connection etc.

Synergy has vast experience in supporting SWIFT interface systems and in developing world-class messaging software solutions; in managing SWIFT operations; in creating an effective infrastructure for SWIFTNet connectivity; in SWIFTNet migration support and in message transformation.

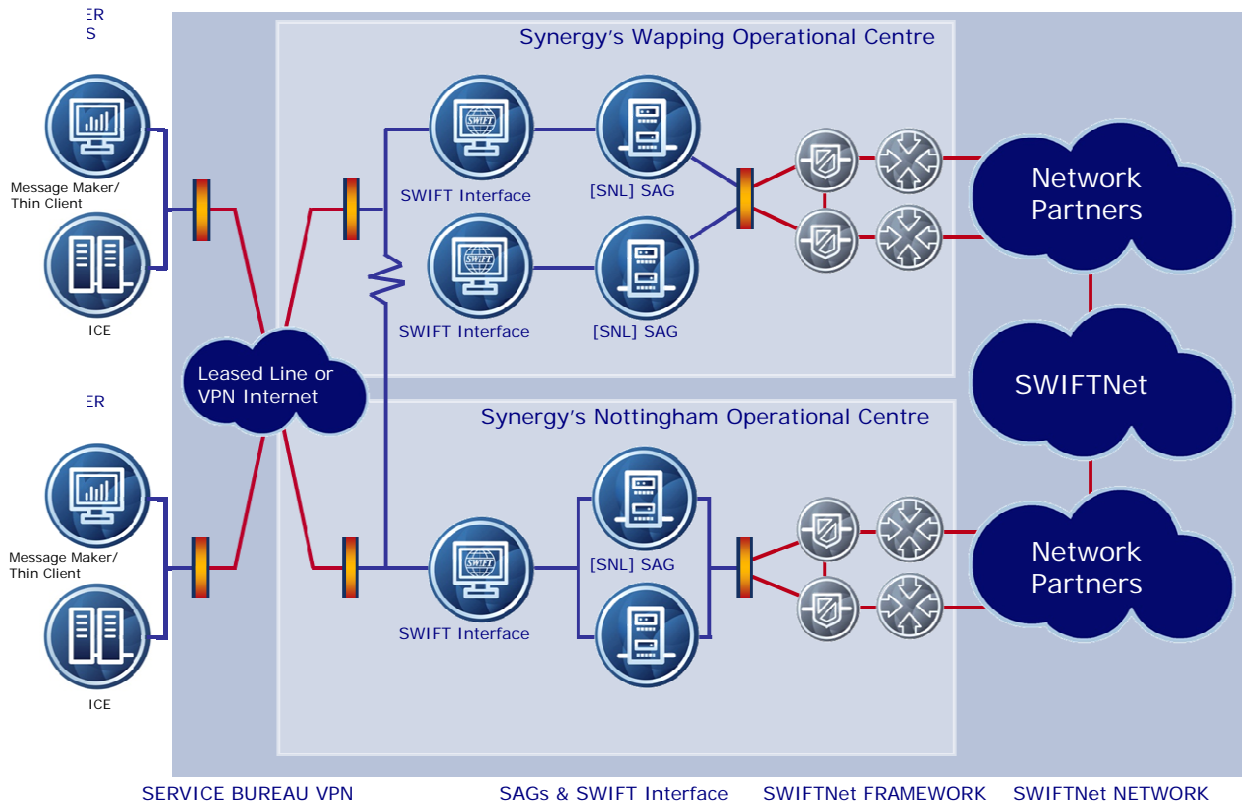
All underpinned by a professional and dedicated team providing an acclaimed service to over 90 accounts with SWIFT Service Partner and SWIFT Service Bureau accreditations.



Features

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- SWIFTNet FIN access for Production, Standby and Disaster Recovery connectivity
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- Direct connectivity to the bureau from customer premises
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- No migration or one-off connection charge
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- A single reusable gateway
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- Future SWIFT upgrades included with all conversions and interface connections handled
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- Existing back office connectivity maintained using existing interfaces, i.e. FTP, CASmf, MQ Series etc.
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- Two annual business continuity tests from customer's DR premises
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- Simplified billing for SWIFTNet access
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- Established reputation for service excellence
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- Comprehensive service level agreement for high availability
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Synergy's Full Hosting Infrastructure



Service Deliverables

SWIFTAlliance Gateway (SAG) & SWIFT Interface

- High specification servers housed in a secure location
- Active standby and remote SAG contingency capability

SWIFTNet Connectivity

- 128K Dual-p diverse routed access to the SWIFT network
- Firewall protection between SWIFT network and SAG
- Assisted certificate management and renewal, i.e. SNL, SO, AUTH DN

Bureau Connectivity for Production Access

- Managed lease line/internet VPN customer connectivity
- Resilient lease line for automatic fallback contingency

Bureau Connectivity for Disaster Recovery Access

- Managed Internet VPN customer connectivity
- Optional lease line access

Data Security & Protection

- Encrypted data transfer from SWIFT Interface
i.e. Alliance Server to SAG
- Encrypted data transfer from SAG to SWIFT network
- All bureau access authenticated using PKI

Network Implementation

- Installation and configuration of network equipment, router and firewall

Service Benefits

- Guaranteed message delivery with resilience, fast access and recovery capability by using a 128Kbit Dual-P SWIFTNet Link connection
- Peace of mind of a managed service
 - SWIFT certified engineers
 - High levels of availability
 - Fast problem resolution
- Fully redundant infrastructure
 - Hot standby servers at the production site
 - Geographically remote DR
Reduction in single points of failure
- Removes the complexity of managing your in-house SWIFTNet environment whilst saving costs on IT and SWIFT specific personnel
- Significantly reduces your costs through an outsourced service using our know-how
- Future proof access to SWIFTNet services such as FileAct, InterAct and Browse etc.

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.

Synergy's Implementation Process

- Customer selects connectivity option
- Synergy e-orders SWIFT services and any required network services
- Synergy produces project plan for network integration
- Synergy implements and tests connectivity
- Synergy and Customer schedule go-live date for new service

- Complete project management for new connections & migrations

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