SWIFT Resilience

Harry Newman
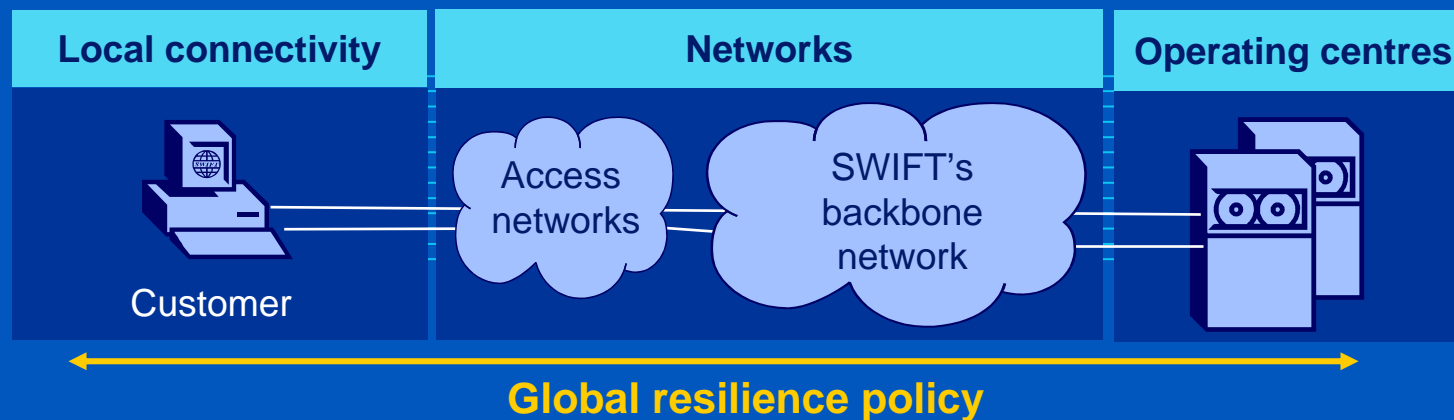
Director

FIN & Messaging Services

SWIFT: Built-in resilience

- Managed and fully redundant networks
- Multiple operating and customer support centres on different continents
- BCP plans across all operations, tested and audited
- People culture: 'Failure is not an option'

Local connectivity	Networks	Operating centres
Customer	Access networks — SWIFT's backbone network	

Global resilience policy

SWIFT OPC resilience

Layer 1
Day to day resiliency. Multiple connections,
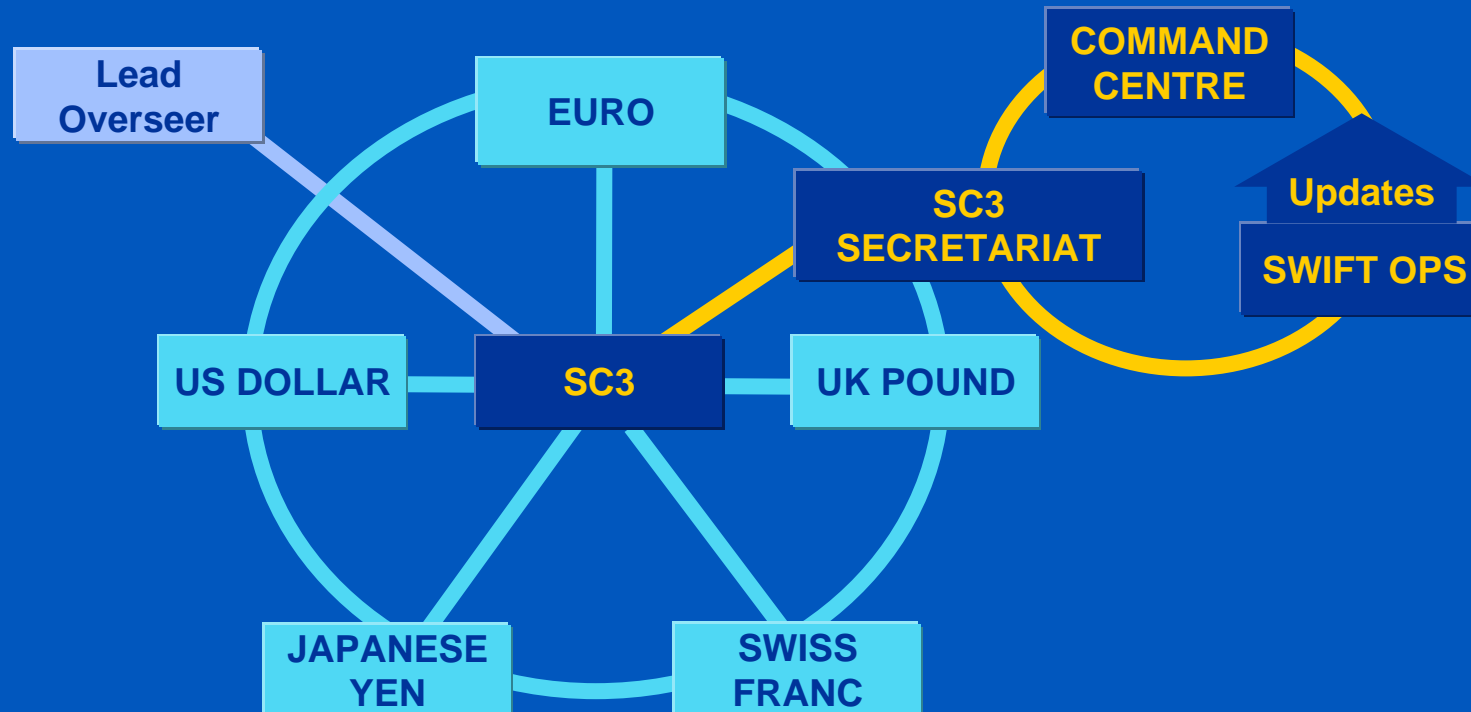protected sites, built in backup within Operating Centres

Layer 2
Intercontinental backup in the
unlikely event layer 1 fails

Layer 3
Disaster Recovery Capability
for the extreme case where layer 2 is not enough

SWIFT crisis co-ordination and communication group – SC3

The SC3's mission is to promote operational order in the financial community in the extreme circumstance of a total SWIFT outage, while SWIFT is busy restoring services.

Resilient IP network

- Multi-vendor IP network managed by SWIFT

- Risk spread across multiple network partners (AT&T, COLT, Equant, BT-Infonet)

- Dynamic routing across networks

- High diversification down to physical infrastructure

- High security and high reliability

- Global reach

- 24x7 monitoring

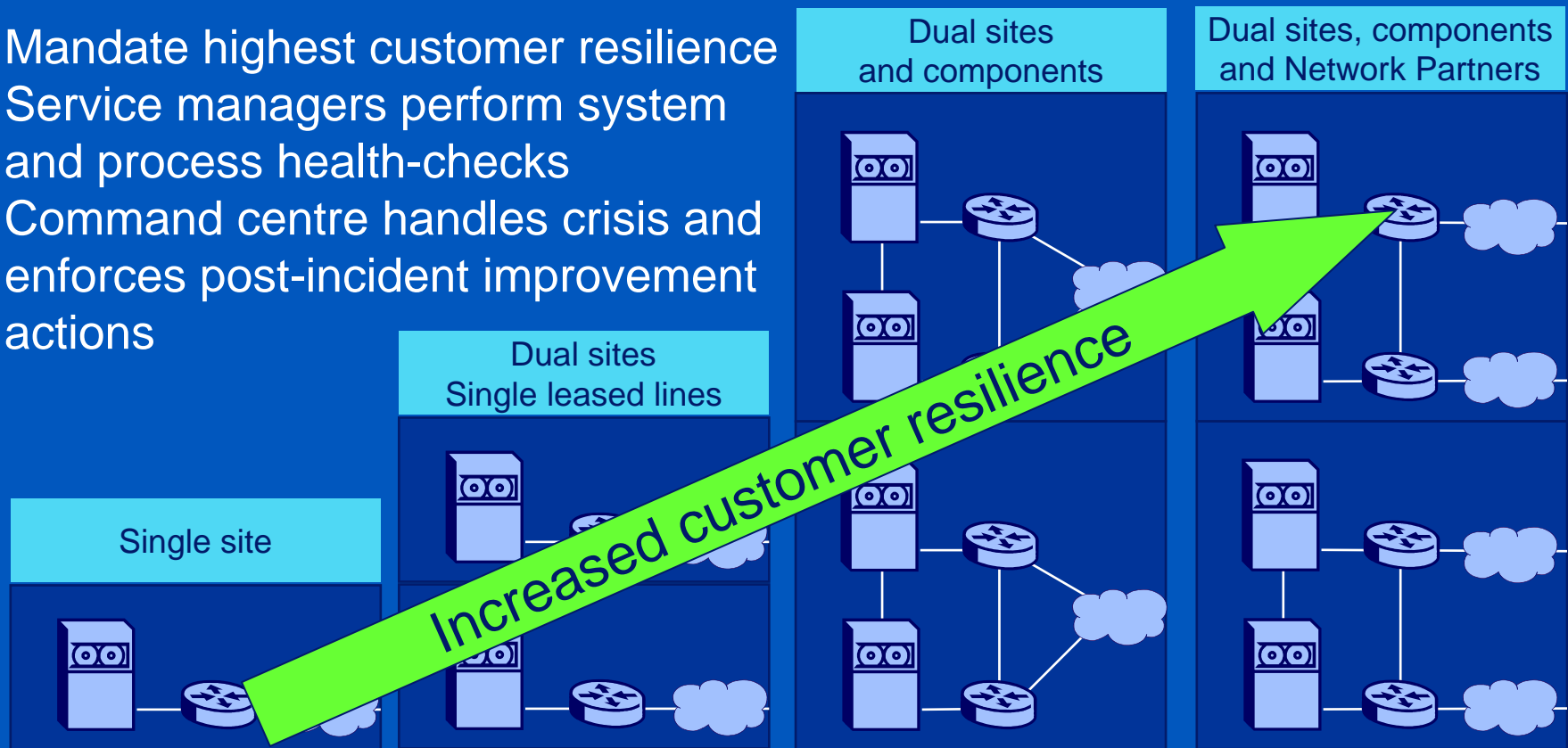Customers should use multiple network partners when available

Customer resilience

Customer OPCs

SWIFTSupport Enhanced for 108 Critical Customers sending 75% of global traffic on SWIFTNet

- ✓ Mandate highest customer resilience
- ✓ Service managers perform system and process health-checks
- ✓ Command centre handles crisis and enforces post-incident improvement actions

Single site

**Dual sites
Single leased lines**

**Dual sites
and components**

**Dual sites, components
and Network Partners**

Increased customer resilience

Customer support through swift.com

- e-ordering
- Operational status
- Case tracking
- Download centre
- Documentation
- Billing information

A never-ending journey

- Constantly increasing central resilience

- Customer and Partner programmes reduce risk

- Never stop looking: the complacent fail, only the paranoid survive

"Our vision is to be the lowest risk, highest resilience infrastructure for global financial messaging."
— Leonard H. Schrank, CEO, SWIFT