

SWIFT Resilience

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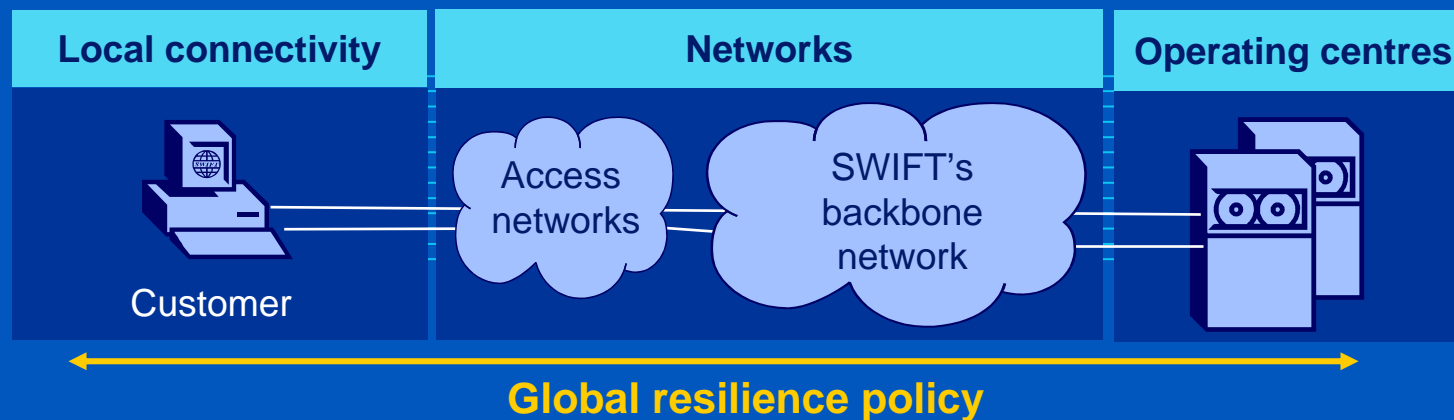
Director

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'



SWIFT OPC resilience

SWIFT OPCs



Layer 1

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

Layer 2

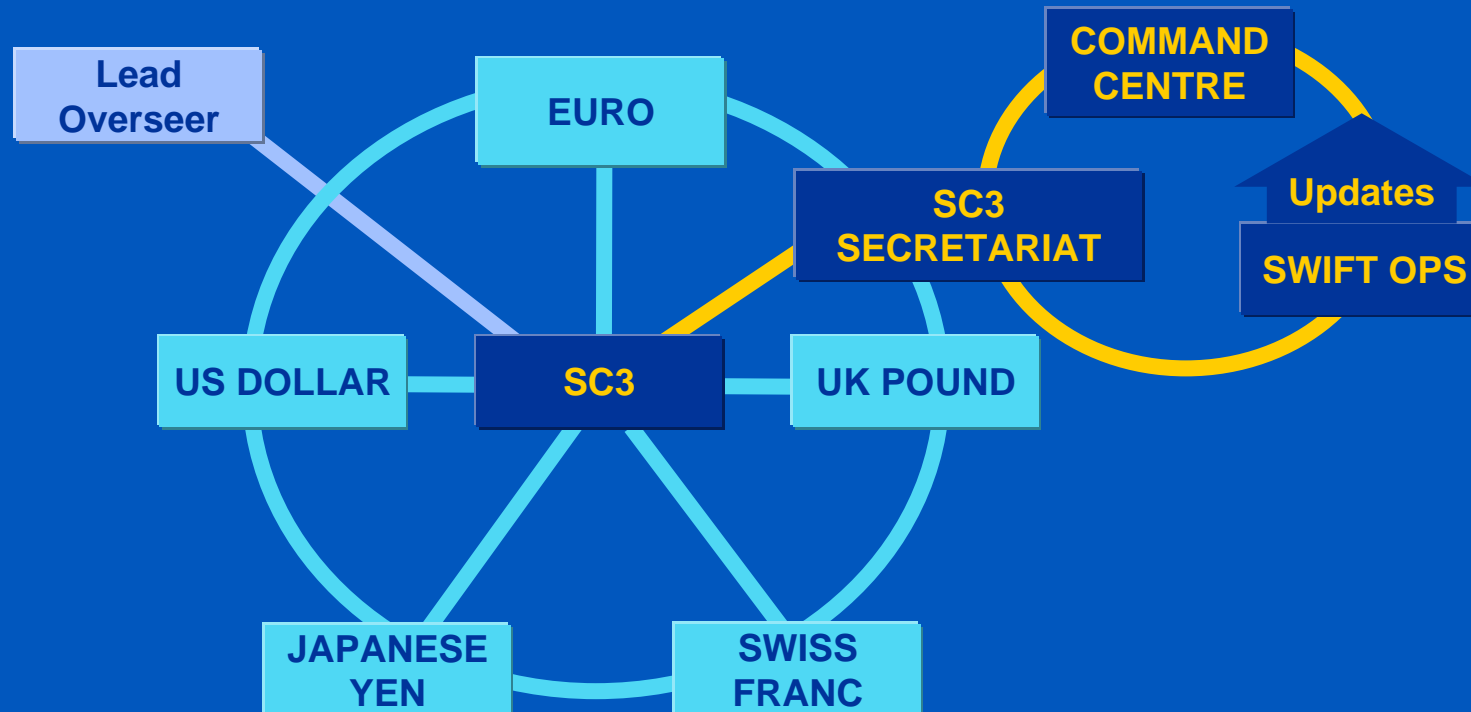
Intercontinental backup in the unlikely event layer 1 fails

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

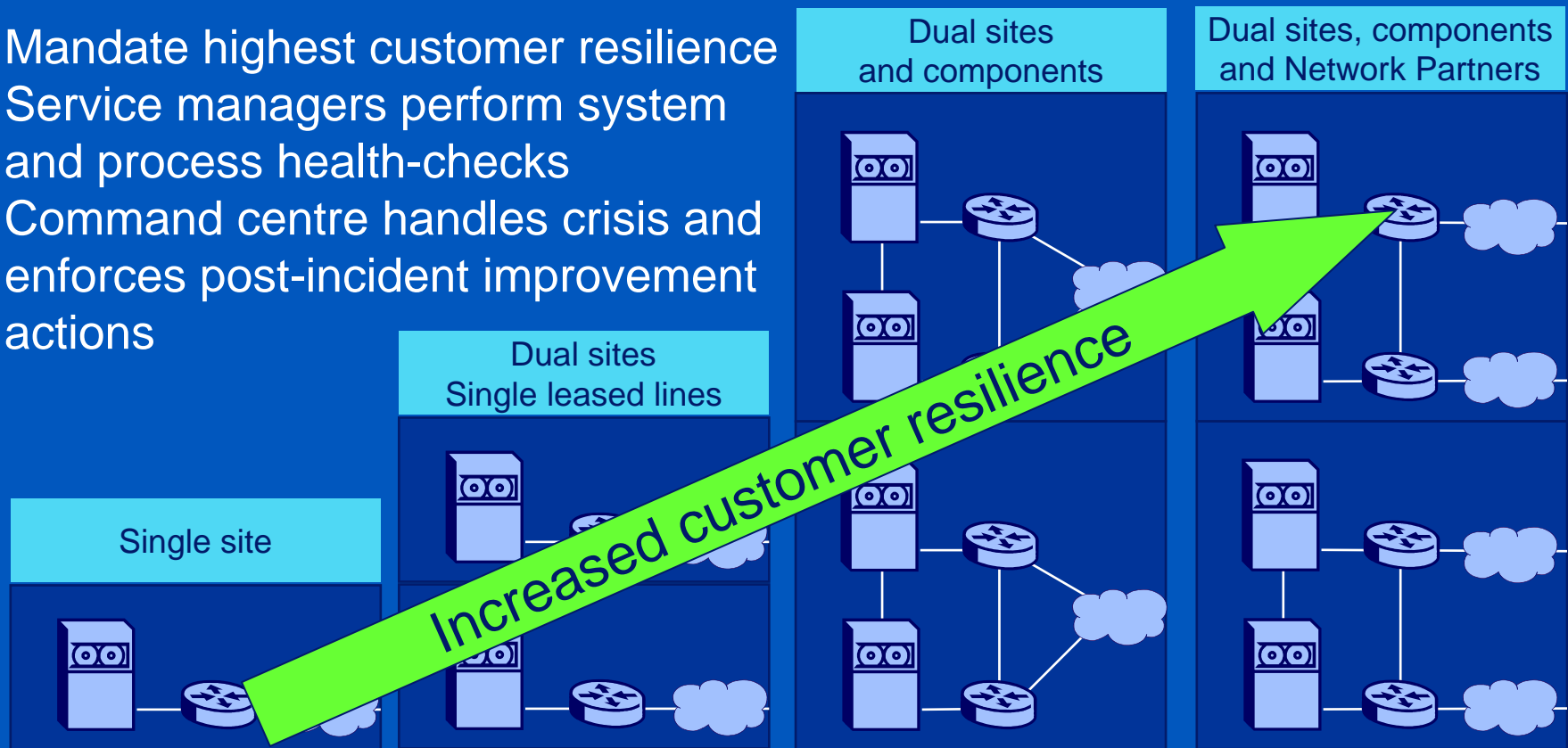


Customer resilience



SWIFT Support 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



Customer support through swift.com

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

The screenshot shows the SWIFT Support website. At the top, there is a navigation bar with the SWIFT logo and the text "SWIFT.COM - THE PRIME NEWS AND INFORMATION CHANNEL FOR THE SWIFT COMMUNITY". The navigation menu includes: Home, About SWIFT, Products & Services, Support, Partners, Standards, Training, Conferences. A search bar is located on the right with the text "My profile BIC directory Search... Search".

The main content area features a large image of a smiling woman with the text "SWIFTSup" overlaid. Below the image is a "Support" section with the text: "SWIFTSupport empowers customers to make the most of their connection, 24 hours a day, 7 days a week." A blue banner below this reads: "All systems functioning normally today Friday 11 February 2005".

There is a "Latest news" section with three articles:

- Plan your upgrade to SWIFTNet Rel 5.0 now!**
The SWIFTNet Interface products for SWIFTNet Release 5.0 must be installed before end March 2005. Download the new version of the SWIFTNet Release 5.0/5.1 Interfaces Release Overview. >>
- New SWIFTSupport newsletter available**
It announces changes about the forthcoming release of Case manager. >>
- Download the new version of the SWIFTNet Resilience Guide**
It contains significant changes related to SNL alternative routing, 8K economy lines and network partner resilience. >>


On the right side, there is a "Support" menu with the following items: Knowledge base, Case manager, Operational status, Download centre, Documentation, Ordering, Billing information, Contact information. Below this menu is a "Log in" section with "SWIFT Support" and "Log in" buttons, and a "Register" button. There is also a "Help" button.

At the bottom right, there is a "Contact us" section with the text: "Please see our Contact information page." Below this is an "ANNUAL REPORT" section with the text: "Annual report 2003 access here" and a "Fighting illegal financial activities" logo.



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