OpenText™ SWIFT Service Bureau

Eliminating barriers in global business-to-bank communication for corporate treasury

When it comes to the methods you use to exchange and process financial transactions with your banking partners, the SWIFT network is the recognized global standard. Corporate access to the SWIFT network enables your business to reduce the costs, time and resources required to interact with your banking partners. However, for many corporate treasurers, the investment required to link to and maintain a connection with the SWIFT network— both financial and administrative—can be costly, time-consuming and problematic.

Introducing OpenText SWIFT Service Bureau

SWIFT Service Bureau allows corporations to quickly, easily and cost-effectively gain access to the SWIFT network without taking on the administrative burdens or costs of managing its associated IT infrastructure. As the leading provider of global B2B integration services, OpenText delivers a powerful combination of technology, people, and process to provide a single secure gateway to communicate financial messages, such as payment instructions, bank statements, foreign exchange transactions and securities holdings reports with their worldwide banking partners.

With SWIFT Service Bureau, your organization can:

- **Simplify complexity**—Gain a single access point to all of your banking partners and eliminate the need for multiple bank connections. Reduce the risks inherent in cross- border transactions as a result of differences in currency, technology, channels, culture and language.

- **Reduce costs**—Use SWIFT Service Bureau to connect with the SWIFT network, eliminating the need to invest in infrastructure, maintenance and personnel to support your SWIFT messaging needs.

- **Increase flexibility**—Use multiple SWIFTNet message standards, including FIN, InterAct and FileAct depending upon your specific needs. Moreover, OpenText provides translation capabilities so your organization can work with the formats, protocols and standards you prefer while still accessing the value of your SWIFT connection.

CORPORATE TO BANK CONNECTIVITY CHALLENGES

- *Limited internet protocol support for AS2, MQ, HTTPS, SFTP*
- *Rigid security policies (encryption, firewalls, audits)*
- *Performance and capacity constraints*
- *Slow implementations*
- *Limited knowledge of corporate ERP applications*
- *Varying capabilities and support processes for geographic regions*

- **Augment security and reliability**—Confidently link with your banks using the same stringent security levels that banks rely on to communicate with each other. Moreover, you'll have one standard, secure method to connect with multiple banking partners, via a partner who has more than 40 years of B2B expertise.

- **Enhance payments visibility**—Complete domestic and international financial transactions faster and more accurately by consolidating payments and reporting information to ensure transaction messages are processed, verified and delivered accurately. Reduce errors and processing delays with little or no human intervention.

- **Expand your international reach**—Achieve secure access to any of the more than 10,000 SWIFT member financial institutions and corporations across 210 countries via a trusted, reliable, global network partner. With a global presence in major financial centers around the world, including the United States, United Kingdom, France, Switzerland, Brazil, Hong Kong, Singapore, Australia and Japan, OpenText helps you address concerns of doing business globally. Our team is well-versed in engaging and working in-country with local banks and corporate divisions as well as with the global banking community.

Increasing the Value of Your Investment

OpenText utilizes a well-documented, proven, implementation and testing methodology designed to help your organization navigate the increasingly complex web of processes needed for business-to-bank connectivity. In addition to offering secure access to the SWIFT network, OpenText offers the value-added services that have made us the leading B2B provider in the world. Among the key features of OpenText SWIFT Service Bureau are:

- **Network Protocol Mediation**—As an OpenText customer, you are able to choose from a wide variety of secure internet protocols, including AS2, AS3, SFTP, FTPS, HTTPS and MQ, to send data to SWIFT Service Bureau.

- **Message Transformation**—For both files and messages, OpenText offers any-to-any transformation services to convert messages to and from ISO 20022 XML, NACHA, BAI2, SAP IDOC, Microsoft® Excel®, SWIFT MT/FIN, UN/EDIFACT and ANSI X.12, as well as many other proprietary application formats.

- **Data Enrichment**—OpenText offers aggregation and de-aggregation of data from multiple, disparate sources. Files and messages can be split, merged or restructured. Additionally, OpenText offers data enrichment and data validation services.

- **Corporate Client and Bank On-Boarding**—OpenText can manage the end-to-end implementation process for your new service bureau with our proven on-boarding methodology that includes connectivity, map development and end-to-end testing.

- **Non-SWIFT Connections**—OpenText can help you establish direct internet-based connections to financial institutions that do not support SWIFT Corporate Access or who prefer a direct connection. OpenText can accommodate very large file transmissions—up to multiple gigabytes—between counterparties.

In 2013, SWIFT rolled out the Shared Infrastructure Program (SIP) to certify service bureaus that offer third-party connectivity to the SWIFT network. As a result of this change, our SWIFT Service Bureau holds the Standard Operational Practice designation. The Standard Operational Practice label helps end-users identify best-in-class providers recognized as having the highest operational standards in availability, security, access control and resiliency.

Key requirements for certification include:

- *Operational data center audits performed regularly*

- *Alliance Connect Gold connectivity for the primary data center (as well as DR)*

- *Ample expertise in SWIFT messaging, connectivity components, and SWIFT customer on-boarding process*

- *Extensive security measurement, including vulnerability analysis and the use of intrusion detection systems*

SWIFT SERVICE BUREAU SECURITY STANDARDS

- *Physical and logical access to the SWIFT infrastructure restricted to authorized personnel*

- *Cryptographic key access restricted to security officers designated by the bank*

- *Communications traffic between the bank and OpenText is authenticated, protected against modification and encrypted*

- *Access to traffic, message and configuration data restricted to personnel authorized by the bank and OpenText*

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