OpenText™ SWIFT Service Bureau

Eliminating barriers in global business-to-bank communication for financial institutions

When it comes to the methods you use to exchange and process financial transactions with your commercial customers, the SWIFT network is the recognized global standard. Access to the SWIFT network enables your financial institution to reduce the costs, time and resources required to interact with clients. However, for many banks, 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.

CORPORATE TO BANK CONNECTIVITY CHALLENGES

- *Limited internet protocol support for AS2, MQ, HTTPS, SFTP, EBICS*
- *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*

Introducing OpenText SWIFT Service Bureau

SWIFT Service Bureau allows financial institutions 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 banks with a single secure gateway to communicate financial messages, such as payment instructions, bank statements, foreign exchange transactions and securities holdings reports with their worldwide financial community.

With OpenText SWIFT Service Bureau, your organization can:

- **Better serve corporate customers**—Internationally active corporations expect their banks to offer financial services supporting international payments, foreign exchange transactions, trade tools, etc.

- **Reach multiple financial counterparties**—Efficiently interact with correspondent banks, local market infrastructures and corporate customers with direct access to the worldwide financial community.

- **Reduce costs**—Eliminate the need to invest in infrastructure, maintenance and personnel to support your SWIFT messaging needs by using SWIFT Service Bureau to establish your connection with the SWIFT network.

- **Improve straight through processing**—By using SWIFT messaging standards and market practices developed collaboratively with the financial community, you ensure straight-through processing of your financial transactions.
- **Enhance customer service**—Gain an end-to-end view on payment transactions and inquiries, which eliminates the "black hole" issue for yourself and your customers. You achieve a shorter payments cycle and an expedited resolution of your inquiries.
- **Increase flexibility**—Utilize multiple SWIFTNet message standards, including FIN, InterAct and FileAct depending upon the specific needs of your organization and clients.
- **Expand your international reach**—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.

Increasing the Value of Your Investment

OpenText uses 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 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. OpenText also supports EBICS Server functionality for financial institutions that have large European corporate integration programs.
- **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 seven-phase on-boarding methodology, which includes connectivity, map development and end-to-end testing.
- **Non-SWIFT Connections**—OpenText can help you establish direct internet-based connections to your corporate clients or other 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.

PRODUCT SUMMARY

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, the OpenText™ 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 measurements, 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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