# Product

## Project scope overview

The service proposal covers the scope, the project governance and organisation of the Onboarding assistance that will be delivered to bring the Syndicated onboarding gpi customers live.

Due to the syndicated nature of this assistance, SWIFT does not guarantee that a customer will be allocated the Kick-off Training and on-premise Q&A session in the same location as its domicile provincial city. SWIFT will not be responsible for any costs and expenses incurred by the customer in the course of this project.

The initial scope of the project is defined in terms of Technical, Business, and Geographical scope.

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| Technical scope | Assist the gpi customer in its exercise of going live with the SWIFT gpi Customer Credit Transfer, Stop & Recall and Cover services, from understanding the impact on its architecture and systems to getting ready for live usage through a limited syndicated approach |
| Business scope | Provide the gpi customer with documentation for understanding the SWIFT gpi Customer Credit Transfer, Stop & Recall and Cover services: the business rules, the business and operational impact, the associated product suite and the processes |
| Geographical scope | The on-premises kick-off Training and 3-hour Q&A session will be based on normal business hours at a venue to be provided by one of the participating banks in Beijing, Shanghai, or one of the provincial cities (e.g. Chengdu)  By default, the services described in this service proposal are delivered remotely from the SWIFT offices.  When remote system accesses are required, the services provided remotely will be delivered over the Internet, via the Bomgar Remote connection software. The Bomgar tool allows SWIFT staff to show screens and, should customers allow it, to take remote control of the customer’s PC to perform installation and configuration tasks. This tool also allows SWIFT staff and the Customer to talk to each other. Procedure as well as requirements for remote connections using Bomgar can be found in the Remote Connection Service section further in this document.  For the avoidance of any doubt, the English version of this service proposal is the only official and binding version as well as the services described hereunder are delivered only in English. |

The section below documents the identified scope areas for the project at Conga in detail.

## Detailed scope definition

The gpi Syndicated Onboarding assistance is split into the following phases:

1. **Initiation & Implementation phase** – for supporting the gpi customer in the definition of the scope, planning and execution of its gpi implementation, and preparing the first readiness testing activities as well as reviewing the results of the first readiness testing activity (through WebEx) that is performed using the gpi Customer Automated Testing (gCAT). gCAT is a SWIFT system that is able to act in an automated manner as a gpi counterparty, based on pre-defined test cases.

**2. WebAccess configuration** – for assisting the gpi customer to configure WebAccess to enable access to the gpi Tracker graphical user interface (GUI).

Each of these phases is further detailed in the following dedicated sections.

### Initiation phase and Implementation Phase

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| **What** | **Description** |
| Description | The goal of the Initiation & Implementation phase is to  **•** Assist the gpi customer in building up knowledge and understanding of the gpi business rules, technical specifications and products, and their impact on the gpi customer’s business, processes and systems  **•** Collect the gpi customer’s answers to the gpi questionnaire, to be used by SWIFT for preparing testing activities.  **•** Define a project plan for the implementation of gpi-related changes by the gpi customer, including readiness for testing with SWIFT  **•** Jointly prepare the readiness testing with the gpi customer based on an analytical approach |
| Services and Deliverables | **•** One 3-day joint kick-off training delivered on premises together with syndicated group for up to 3 participants per customer, covering explanations on  o gpi business rules and technical specifications  o gpi product suite  o Onboarding process and organization  o Test cases catalogue for bilateral testing Complete list of test scenarios to be run between the gpi customer and SWIFT, customized based on the test data provided by the customer and detailing the contents of all messages to be exchanged  o Provide the gpi customer with documentation for getting technically ready for test execution in the T&T environment: RMA set-up with SWIFT gpi test BICs, entries in the Directory and specifications for connectivity to the Tracker GUI  **•** One 3-hour Q&A session delivered on-premises per customer (on the same week of kick-off workshop)  **•** Further support in the form of up to three (3) Q&A sessions via phone or WebEx including one session to review the results of the first bilateral testing activity |
| Benefits | Ability for the gpi customer to have a detailed view on the scope, impact and planning to be ready for gpi. Definition of a testing scope and planning addressing the gpi customer’s characteristics |
| Pre-requisites | **•** The gpi customer has subscribed to the SWIFT gpi services (gCCT, gSRP and gCOV)  **•** The gpi customer has read the Onboarding package containing i.e.  o The relevant gpi Service Rulebook(s)  Detailed specifications for specific topics (e.g. Tracker APIs)  **•** Conga staff has completed the SWIFTSmart gpi modules.  **•** Conga staff is expected to follow gpi webinars that would be provided by SWIFT during customer’s onboarding timeframe  **•** The Onboarding assistance will start when the gpi customer has communicated to SWIFT a first draft of its onboarding questionnaire or maximum one month after the project start date indicated by the customer or when the kick-off workshop has been conducted, whichever is earlier  **•** Availability and participation of the following staff on the side of the gpi customer:  o Payments product manager  o Project manager  o Business / IT architect  o IT delivery representative  o Operations Subject Matter Expert |
| Exit Criteria | **•** The gpi customer provides SWIFT with:  o The final version of its onboarding questionnaire  o A detailed implementation plan and scope description  **•** Test cases catalogue for bilateral testing agreed between the gpi customer and SWIFT (including test data).  **•** The gpi customer is technically ready for bilateral testing in the T&T environment (RMA authorizations in place with the SWIFT gpi test BICs, entries in the Directory, connectivity with the Tracker GUI).  **•** The gpi customer has put in place a committed testing team with dedicated project and test management.  **•** Successful execution of a sanity check test:  o gCCT: sending of a MT103 by the gpi customer to SWIFT in the T&T environment, validated by the gpi customer and SWIFT.  o gSRP: sending a gSRP stop request for a previously sent MT103  **•** gCOV: sending a gCOV cover for a previously sent MT103 |

### On-site WebAccess configuration

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| **What** | **Description** |
| Description | Assist customer with configuration of WebAccess to enable operators to access the gpi Tracker manually. |
| Services and Deliverables | The following actions/features will be performed/demonstrated:  **•** Introduction of access to gpi Tracker through WebAccess  **•** Assist customer to do the provisioning request for pilot and live services  **•** Assign Role-Based Access Control (RBAC) roles to up to 5 operators through SWIFTNet Online Operations Manager (O2M) for;  o swift.tracker for the live service  o swift.trackerip for the test service  **•** Configure WebAccess in Alliance Web Platform  **•** Activate gpi-enabled message monitoring flow  **•** Hands on explanation of WebAccess |
| Benefits | Objective confirmation for the gpi customer of its readiness for joining the Live gpi Customer Credit Transfer, gpi Cover and gpi Stop & Recall services |
| Pre-requisites | **•** Successful e-Order for gpi Connector and the related consultancy service  **•** Physical access to customer premises  **•** Access to technical staff, systems and documentation  o System Administrator and PKI security officers are available when consultant is on-site |
| Exit Criteria | Demonstration of successful access to gpi Tracker through WebAccess |

### Out of the Scope of the Syndicated Onboarding Assistance Services

**•**  The herein described services are delivered within the 6 calendar months following the receipt by SWIFT of the first draft of the Onboarding Questionnaire. Additional services will need to be contracted on a Time & Material basis in order to complete projects that will need to be deployed beyond this 6-month period.

**•**  Extra runs of the Kick-Off Training, on-premises and remote Q&A sessions.

**•**  Readiness and Community testing: the gpi customer will manage himself any test done with SWIFT and other banks in the test environment, as well as in the Controlled Live Usage phase.

**•**  Support and services related to the deployment and configuration of the Connector for SWIFT gpi used to connect to the gpi Tracker via APIs. Explanations on the Tracker APIs, how to secure the API flow from the back-office, how to achieve resilience of the bank’s API service. The API service requires the customer to order the standard onboarding assistance and discuss the Connector onboarding pack with the Account Manager.

**•**  Except for the Test Catalogue, no gpi customer-specific documents (e.g. architecture or design artefact, bank internal governance) will be produced or reviewed.

**•**  Technical questions related to provisioning, connectivity setup, RMA setup, … should be addressed to SWIFT Support using the standard processes.

**•**  In case the customer relies on a vendor application to manage payments, it is the gpi customer’s responsibility to liaise with its vendor(s) and provide them with gpi information. Queries from the vendor(s) can be handled jointly by the gpi customer and SWIFT but will be channelled through the gpi customer.

**•**  Any language translation services

#### Additional Optional Assistance Services

SWIFT is happy to provide additional optional services, subject to a separate service proposal, in order to best support the gpi customer in its gpi implementation project. Typical extra services may include:

**•**  Detailed gpi impact assessment with active contribution from SWIFT to the gpi customer’s requirements gathering and impact analysis on its systems and processes, including customer-specific deliverable(s). Helps a customer understand where changes need to be conducted for gpi and, to some extend, support the elaboration of an exhaustive business case for gpi. Perform a gpi Message Specifications Review that defines not only how proprietary messages are mapped to the gpi requirements but also validates that any flaw can be addressed earlier and cheaper before the implementation.

**•**  Business Intelligence services organised around (i) support gpi business case and prioritise roll out strategy, (ii) develop gpi traffic and improve the quality of gpi flows, (iii) identify business opportunities and steer strategy, (iv) understand and gain maximum value from gpi Observer Analytics through tailored and multi-channel on-boarding services.

**•**  gpi test strategy and execution with active contribution from SWIFT to the definition, organization and execution of end-to-end testing activities of the gpi customer – from unit testing up to readiness testing with SWIFT

**•**  gpi solution design to help the gpi customer design the internal solution making the most out of the gpi product suite

**•**  Integration of gpi flows and product suite within the gpi customer’s application environment using SWIFT integration offering, including API to the Tracker

Those additional optional services will have to be contracted separately on a time & material basis. For more information, please contact your SWIFT Account Manager.

## Financial proposal

For reference to the pricing details, please see the SWIFT Quotation.

### Supplemental Charges

SWIFT will appoint an Onboarding manager to this project.

He/she will be the central point of contact towards the Conga to arrange all practical matters and agree on timing, milestones and deliverables. For a successful execution of the project, a similar role is required at Conga.

Charges for the venue, location and breaks/lunches are excluded. If Conga cannot provide a suitable onsite location, SWIFT will be able to provide binding suggestions for alternative locations.

Unless otherwise stated, the services provided under this service proposal are fully delivered remotely. Should the gpi customer nevertheless request a service to be performed on premises (for instance for the kick-off meeting), then travel time and travel-related expenses will be charged on a cost-recovery basis in accordance with SWIFT Travel and Expenses Policy. Charges do not include travel time which will be charged at 950 EUR/day.

Unless otherwise provided in the contract, standard working day of a consultant consists of 7.5 hours, performed within 09:00 – 18:00, local time of the consultant.

Charges include preparation work, project administration and project management, desk work for recommendations, report and management summary, quality control and presentation to Conga.

Based on experience, the typical syndicated onboarding effort for the SWIFT experts is between 5 and 7 days.

In case the time spent is likely to be higher than 7 days for reasons not attributable to the SWIFT consultant(s), for example due to additional training sessions required by the gpi customer, long test-cycles, change of project team members on the gpi customer’s side, then SWIFT will pro-actively inform the customer, and the parties will jointly agree on a new service proposal to cover the remaining work required to finalise the onboarding.

This service proposal and related pricing offer is valid for 3 months.

Items not documented in this service proposal will need to be ordered separately, and will be charged on a time and material basis.

### Billing terms

Charges provided in this contract will be invoiced in two instalments. 50% of the service proposal’s amount will be invoiced at the end of the month in which the project is initiated (the bank has communicated to SWIFT a first draft of its Onboarding Questionnaire or the project kick-off was delivered). The remaining amount will be invoiced at the end of the month following the delivery of the project or maximum 6 calendar months after the project was initiated.

Travel costs will be invoiced when occurred.

Unless otherwise provided in this contract, terms of invoicing and payment are further detailed under SWIFT price list (ordering, invoicing and payment) as available under SWIFT.com.

### Eligibility criteria

Syndicated Onboarding Assistance services are only available to gpi customer satisfying the following eligibility criteria:

**•** Global Tier 1

**•** Implementing a single BIC supported by a single payment application system

**•** Implementing a maximum of three currencies

**•** Not supporting FX for its gpi flows

**•** Not playing the gpi Intermediary role

**•** Not offering gpi services to non gpi agents

**•** Using the Graphical User Interface (GUI) to retrieve information from and push updates to the Tracker

If, at any time, it appears one or several of those eligibility criteria are not satisfied anymore, the gpi customer will be required to “upgrade” to the standard Onboarding Assistance services. The gpi customer can also spontaneously request for the “upgrade” even if still satisfying all eligibility criteria.

In such cases, SWIFT will issue a new service proposal for a fixed price of EUR 20,000, representing the price difference between both services packs. These charges will also be invoiced in a single instalment, at the end of the month in which the services are ordered.