



# CIS SWIFT Service Bureau services and activities



*CIS*

*Novi Sad*

*Novo mesto*



*Ready Services*

Serbia-Montenegro 2009



*Ready Connectivity*

Best practice 2009

*Vladimir FILIPOVIC, CIS*

*SWIFT Balkan Regional Partner*

*November*

*Regional  
Partner*

Balkan Countries  
2009













# Agenda

- **Statistics info**
- SWIFT Ready Connectivity certification
- New service (SaaS) - Exceptions and Investigations



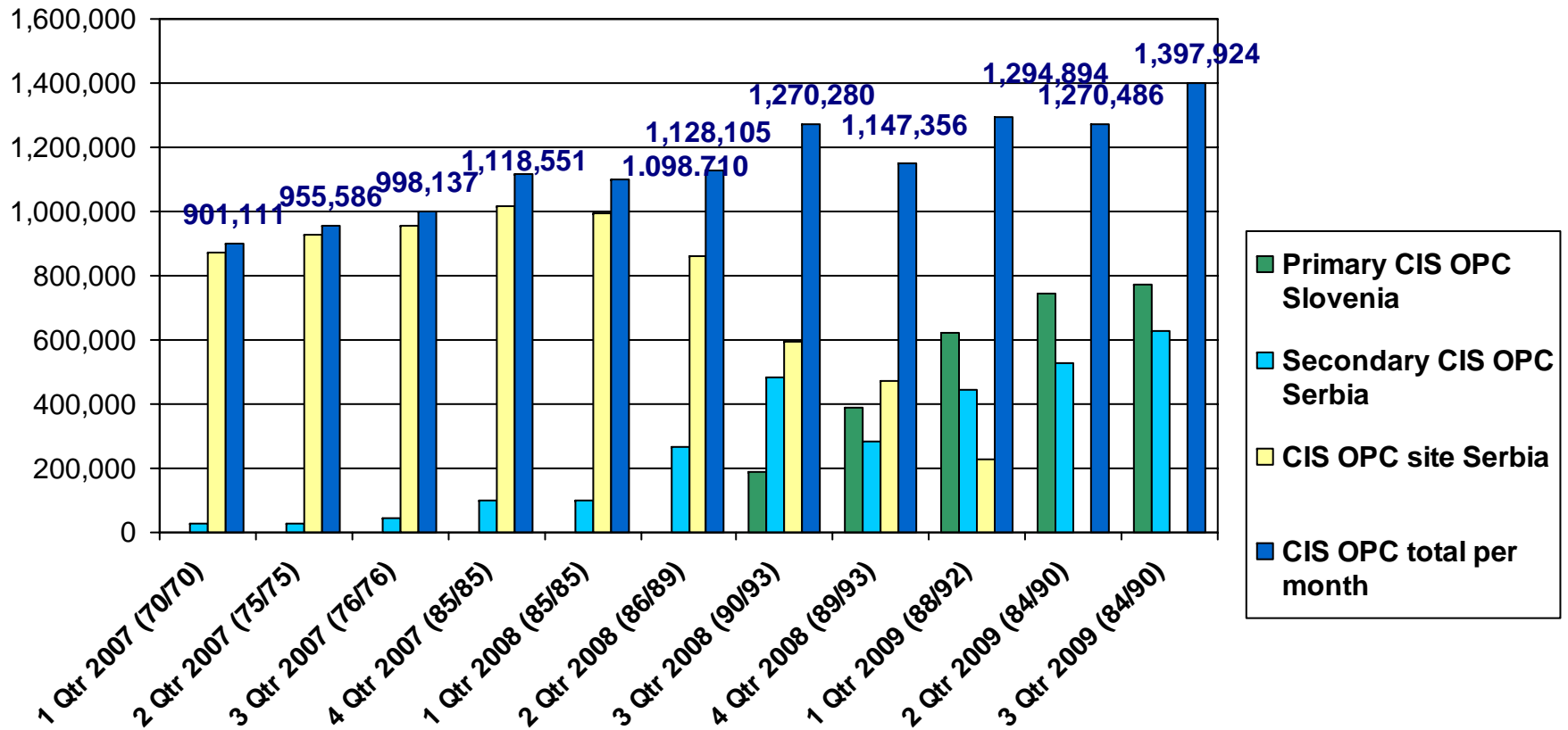
# CiS Swift Service Bureau BIC 2007/2009 statistics

Country	1Q2007	2Q2007	3Q2007	4Q2007	1Q2008	2Q2008	3Q2008	4Q2008	1Q2009	2Q2009	3Q2009
	7	9 (+2)	10 (+1)	11 (+1)	12 (+1)	12	13 (+1)	12 (-1)	12	11 (-1)	10 (-1)
	1	1	1	1	1	1	1	1	1	1	1
	2	2	2	2	2	2	2	2	2	2	2
	3 (+2)	4 (+1)	5 (+1)	8 (+3)	8	8	9 (+1)	9	9	9	9
	15 (+1)	15	15 (+1,-1)	19 (+4)	20 (+1)	20	20	21 (+1)	21	21	22 (+1)
	9	9	9	8 (-1)	8	8	10 (+2)	10	12 (+2)	11 (-1)	11
	9	9	9	10 (+1)	10	10	10	9 (-1)	9	9 (-1)	9
	26 (+1)	26 (+1,-1)	25 (+1,-2)	25	24 (-1)	23 (-1)	23	23	22 (-1)	21 (-1)	21
Other				1 (+1)	0 (-1)	5 (+5)	5	5	5	5	6 (+1)
<b>Total</b>	<b>72 (+4)</b>	<b>75 (+4,-1)</b>	<b>76 (+4,-3)</b>	<b>85 (+10,-1)</b>	<b>85 (+2,-2)</b>	<b>89 (+5,-1)</b>	<b>93 (+4)</b>	<b>93 (+1,-1)</b>	<b>92(-1)</b>	<b>89(-3)</b>	<b>90 (+2,-1)</b>





# CiS Swift Service Bureau average monthly InterAct traffic 2007 - 2009





# Agenda

- Statistics info
- **SWIFT Ready Connectivity certification**
- New service (SaaS) - Exceptions and Investigations





# Future challenges (2008)



**2009-2010**



*Certification*





# SWIFTReady Connectivity label



- The SWIFTReady Connectivity label was launched in 2009 as part of a fundamental re-design of the shared infrastructure programme covering service bureaus and member concentrators
- The goal of the SWIFTReady Connectivity label is to increase the quality and resiliency of service bureaus and member concentrators through more stringent operational rules and practices. This helps end-users to more easily identify those connectivity providers that meet the highest operational and customer service standards.
- The conditions to become accredited are very stringent and cover a range of operational requirements and best practice criteria. They are backed up by a rigorous on-site inspection carried out over several days by qualified SWIFT auditors.





# CIS Service bureau certification activities

- Preparation started at the beginning of 2008
  - Setup of new legal entity and new site in Slovenia
  - Implementation of:
    - New SwiftNet connectivity implementation
    - Communication lines band upgrade
    - Staff training and certification
    - Improving procedures and management (security, resilience, environment...)
  - Internal audit
    - Strict follow-up of all procedures
  - External audit
    - Audit and inspection done by certified auditors CISA (ISACA)





# SWIFT awarded SWIFTReady Connectivity – Best Practice label to CIS

25<sup>th</sup> November 2009

CiS d.o.o., Serbia and Montenegro, has fulfilled all the requirements to be certified for the SWIFTReady Connectivity – Best Practice label.



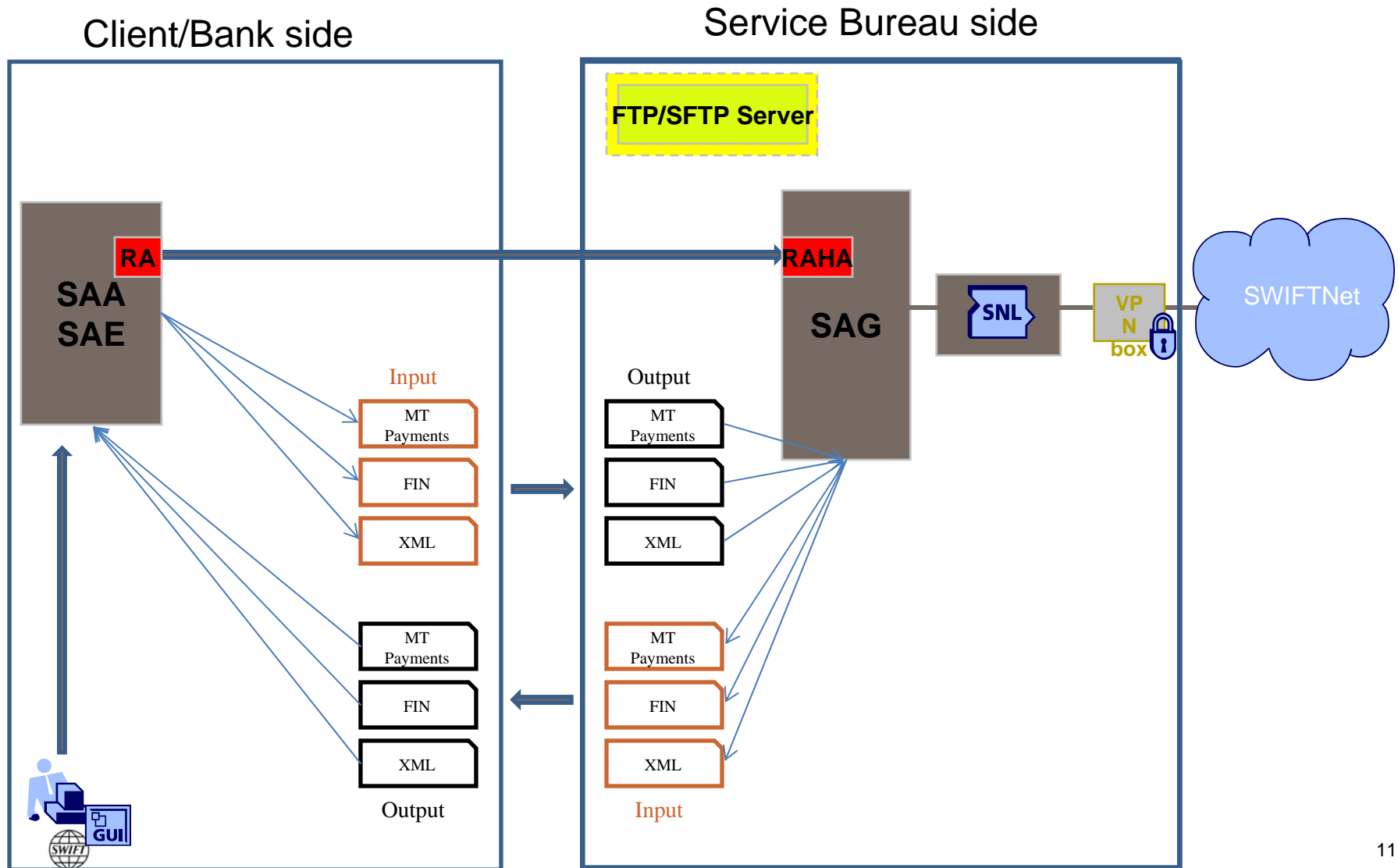


# Agenda

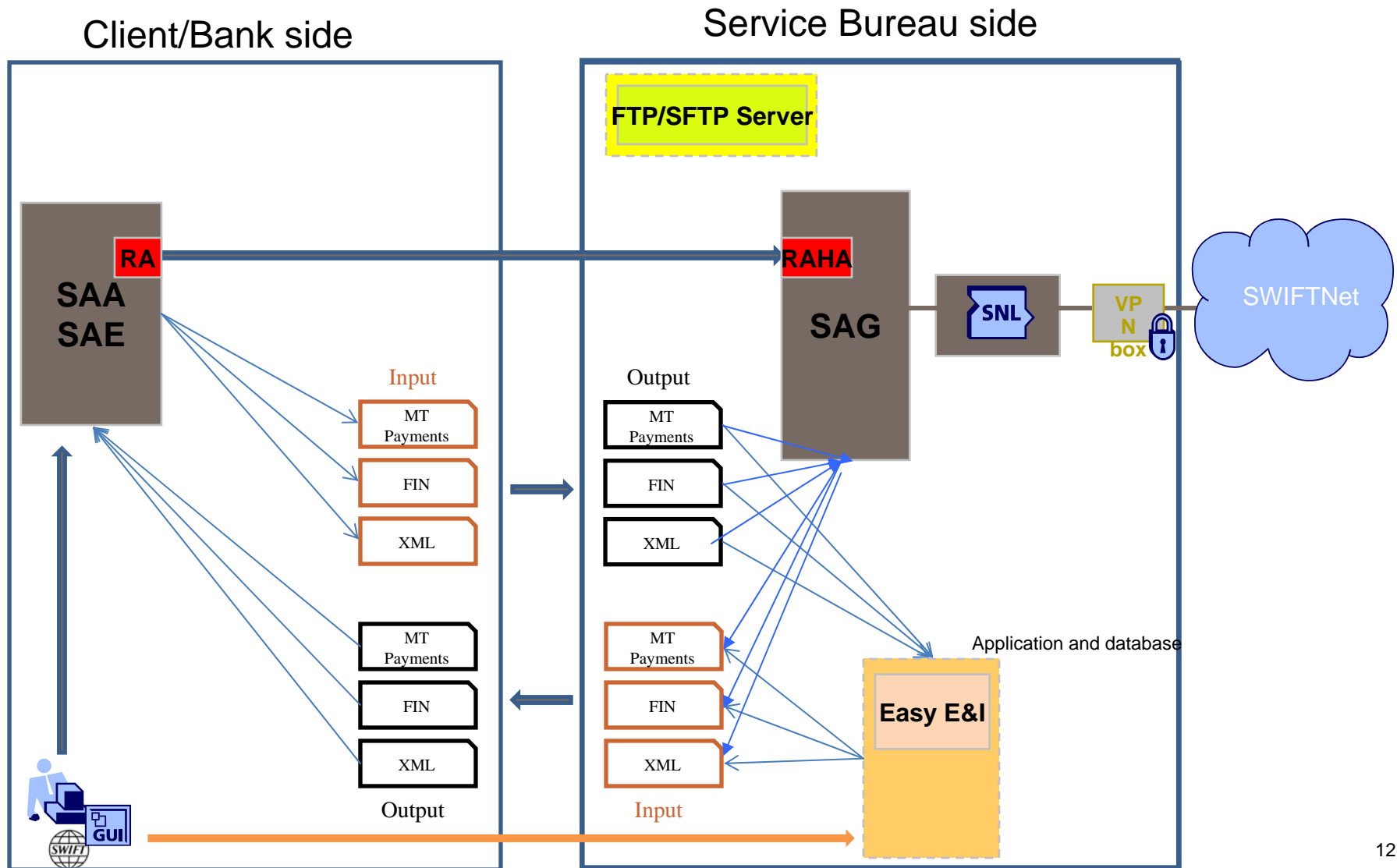
- Statistics info
- SWIFT Ready Connectivity certification
- **New service (SaaS) - Exceptions and Investigations**



# CIS SSB architecture



# CIS SSB architecture with SaaS service -Exceptions and Investigations



# CIS contact details



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**Balkan Countries  
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*Ready Services*

**Serbia-Montenegro 2009**



*Ready Connectivity*

**Best practice 2009**

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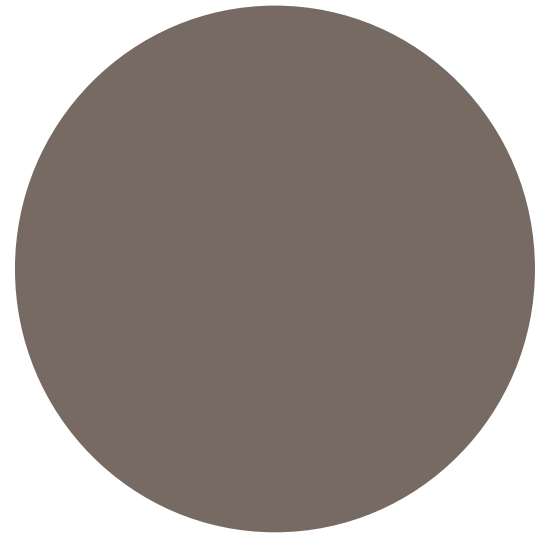
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# Questions & answers

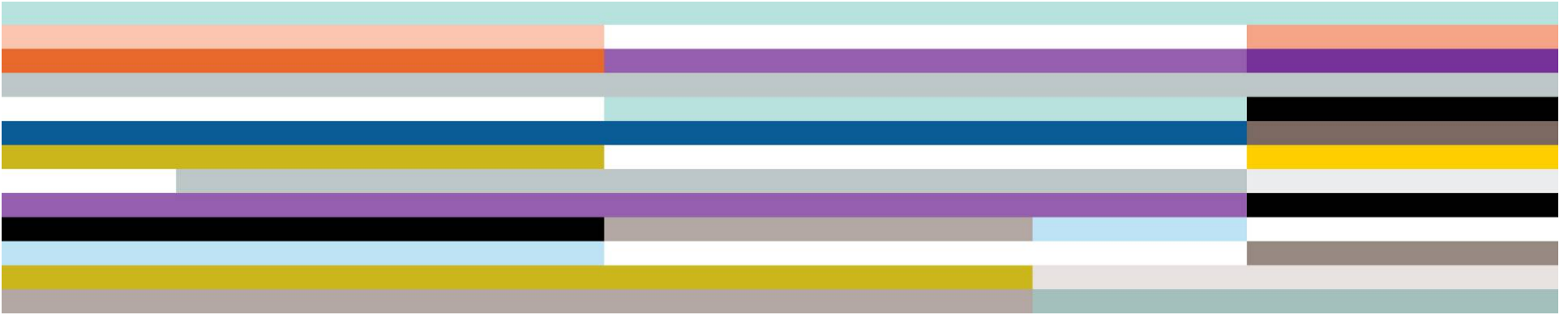


**Novo mesto**



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Thank you

