

## **en.Service Bureau**

### **Fully-Hosted SWIFT Service Bureau**

*Reduce Risk, Cost and Complexity with EastNets*

**EastNets provides a cost effective way for SWIFT users to outsource their internal IT operations to a trusted partner, without compromising their operational efficiency, data security and business availability.**

EastNets' en.Service Bureau offers Financial Institutions and Corporates, on SWIFT or considering joining SWIFT, the ability to focus on their core business competencies, while outsourcing their SWIFT connectivity and infrastructure. With the en.Service Bureau, organizations can free up their internal resources, cut down costs and offload the risks and liabilities of maintaining and managing their own SWIFT infrastructure to EastNets' SWIFT Certified Service Bureau.

SWIFT users recognize that their SWIFT operations are highly sensitive and mission critical to their success. Today, en.Service Bureau hosts the SWIFT infrastructure and connectivity of over 250 institutions worldwide. Our customers include:

- Central Banks
- Local and International banks
- Stock Exchanges
- Securities Firms
- Insurance Companies
- Corporates of various sectors

en.Service Bureau offers institutions a quick, easy and cost effective way to connect to SWIFT, while benefiting from the experience and infrastructure of one of the worlds' largest SWIFT Network users.

### **Cost-Effective Connectivity to Help You:**

- Minimize Investments to Preserve Your Bottom Line
- Gain Access to SWIFT Experts
- Manage and Control Risk
- Stay Focused on Your Core Business Operations
- Future-Proof Your SWIFT Environment

## en.Service Bureau Offerings from EastNets

Catering to the needs of small to large institutions, en.Service Bureau offers a broad range of solutions and services. These include:

- **SAAS (SWIFT Alliance Application Service)**

Institutions can outsource their SWIFT connectivity and share access to EastNets' Messaging Interface Server application, SWIFT Alliance Access. en.Service Bureau SAAS customers will only need to install SWIFT Alliance workstation or SWIFT Alliance messenger at their premises for message view and creation.

- **FMHS (Fully Managed Hosting Solution)**

Institutions can outsource their SWIFT connectivity and host their SWIFT messaging interface servers (SAA/SAE) on the en.Service Bureau. en.Service Bureau will be responsible for maintaining and managing the hosted Messaging Interface Servers, while performing system health checks and upgrades.

- **GWCP (Gateway Connectivity Pack)**

Institutions can outsource their SWIFT connectivity to en.Service Bureau, minimizing the investment required for purchasing and maintaining the mandatory SWIFT connectivity components that are essential for establishing a prime connection to SWIFT. en.Service Bureau GWCP customers will retain their messaging interface servers (SAA/SAE) at their premises.

- **DRCP (Disaster Recovery Connectivity Pack)**

The DRCP offering is tailored for customers that have a direct connection to SWIFT but are seeking a disaster recovery solution for better resiliency.

- **Integration Services**

With this service, EastNets offers a cost effective way for automating your business transactions in an outsourced environment, supporting MT FIN messages, FileAct, and new ISO 20022 messaging (XML based). Customers can now model, manage and integrate their payments, trade finance and securities business process flows with SWIFTNet Standards on middleware technologies.

- **AML (Anti Money Laundering)**

Recognizing the importance of meeting regulatory requirements and fighting money laundering activities, en.Service Bureau AML allows en.Service Bureau customers to stop suspicious transactions from taking place in real time. en.Service Bureau AML utilizes en.SafeWatch Filtering, a SWIFT certified product, that has been installed in over 360 banks worldwide and has been granted the "SWIFTAlliance Plug-in" label for its seamless integration with the SWIFT environment.

- **Duplicate Detection**

Duplicate SWIFT messages can incur significant costs and burden to your business. With EastNets' en.Duplicate Detection on en.Service Bureau, SAA users can detect duplicate messages, and prevent the emission of outgoing payments and processing of incoming duplicate payments. With en.Duplicate Detection, SAA users can mitigate the cost and complications associated with the double processing of a transaction.

- **Reporting**

en.Reporting is an essential solution to complement your en.Service Bureau SWIFT service. With en.Reporting you can display, investigate, monitor and report your SWIFT traffic data, both messages and events, over an extended retention period, all these capabilities with a global, centralized and secured solution developed around an open database.

- **Corona Reconciliation Powered by SmartStream**

With partner SmartStream, en.Service Bureau users have the option to benefit from a fully-managed online service designed to provide small to medium-sized firms with affordable and rapid access to a market-leading reconciliation solution.

### **Key Benefits to Customers that Choose EastNets' en.Service Bureau**

- **Minimizes Investments and Preserves Your Bottom Line**


en.Service Bureau will not only minimize your entry and ongoing costs of hardware and software licenses, but will also reduce the associated hidden costs of dedicating resources, training, maintenance, annual upgrades and support.

- **Provides Access to SWIFT Expertise**

en.Service Bureau has a dedicated team of highly proficient and experienced engineers that have attained numerous SWIFT certifications. With en.Service Bureau, institutions can now benefit from domain expertise. This is particularly useful for institutions that do not have the appropriate technical resources to devote for the SWIFT connectivity in-house.

- **Adheres to SWIFT Guidelines**

en.Service Bureau is audited by SWIFT on a regular basis to ensure that its network and physical environment adheres to SWIFT guidelines and policies.



*“Through the EastNets’ en.Service Bureau, we were able to be on the SWIFT network and do live-messaging in a matter of a few weeks.”*

*“As a de novo bank we were constrained by resources and time to quickly jumpstart our SWIFT operations for international business, which was very critical in the current competitive banking environment. EastNets provided us professional guidance and step-by-step support from membership application to getting the full infrastructure installed at the bank. Through the EastNets’en.Service Bureau, we were able to be on the SWIFT network and do live-messaging in a matter of a few weeks.”*

*Alan Thian*

*President and CEO of Royal Business Bank*

- **Reduces Operational Risk**

Institutions can offload the risks and responsibilities of effectively managing and maintaining their internal IT operations to a trusted partner, without compromising their operational efficiency, data security or business availability.

- **Offers a Secure Connectivity Environment**

en.Service Bureau offers around the clock availability of its services and a comprehensive contingency site ensuring recovery of all services had disaster occurred on one of our main production sites. In addition, customer data is encrypted from the moment it leaves the customer's system until it arrives to SWIFT.

- **Delivers Responsive and Flexible Services**

en.Service Bureau responds rapidly to new market requirements and constantly develops and enhances its services, with no impact on the hosted systems.

- **Offers Dedicated Customer Support**

Committed to delivering quality services and a high level of customer satisfaction, en.Service Bureau offers 24X7 customer support ensuring that all customer needs and requirements are addressed in a timely manner.

- **Provides a Service Level Guarantee**

en.Service Bureau offers comprehensive Service Level Agreements and will pay penalties if it is unable to deliver the services stipulated in the SLA.

Contact us today and learn how we can help you jumpstart your SWIFT connectivity and improve risk protection and reduce costs to preserve your bottom line.

**Contact us today and learn how we can help you protect against risk and preserve your bottom line.**



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### **About EastNets**

EastNets is a leading provider of global compliance and payment solutions and services with over 900 customers in 120 countries. Founded in 1984, EastNets has over 25 years of experience serving financial institutions, corporates and government agencies around the globe. EastNets provides anti-money laundering (AML), payment and transaction management solutions, and SWIFT plug-ins to add value to SWIFT connectivity for improved risk control, transparency and revenue loss prevention. Through its fully-managed SWIFT Service Bureau, EastNets provides SWIFT connectivity and add-on services for over 200 financial institutions. EastNets is a SWIFT Certified Regional Partner for North America offering SWIFT business solutions and integration services.