

Press Release

## **SWIFT: NEW 3-YEAR CONTRACT WITH COMPUTACENTER FOR WORLDWIDE IT SUPPORT SERVICE**

**Zaventem, 13 December 2005** – SWIFT, the leading global provider of secure financial messaging services, signed a new 3 year contract with Computacenter for the support of its internal desktop environment. The contract covers the centralised Service Desk with incident management, request management, and problem management services as well as asset management and on-site support. Computacenter delivers a 24x7 service to 2000 users in Europe, Asia Pacific and the USA.

Back in 2000, Computacenter was selected by SWIFT as a Single Point of Contact for all support services related to hardware and software deployed in SWIFT's internal IT environment. The mission covered a period stretching from March 2001 till March 2004. The Computacenter team based at SWIFT implemented best practice desktop management based on ITIL philosophy. Even before the contract came to an end, the client decided to prolong it twice for a one year period, ending in February 2006.

Last summer, before signing a new contract, SWIFT decided to evaluate the existing service performance. For this benchmark, the company called in consultants from Morgan Chambers, a specialist in IT outsourcing. "The assessment results proved that we actually get a better-than-average service at a lower cost," explains Werner Hellinckx, Manager MIS, *Management Internal Services* at SWIFT. "We will be able to continue working with a trusted supplier while saving money year by year."

"The contract was extended and now also covers critical application support. Where in the past this support was done through a call centre, it is now delivered through a satellite system. The people working on the project know all the problems which might occur and therefore can offer help in a pro-active way," comments Werner Hellinckx.

According to Jurgen Strijkers, *Service Delivery Manager* with Computacenter, the collaboration between SWIFT and Computacenter evolved to become a true partnership, responding to the client's needs, shouldering risks, and meeting SLA's successfully. "For a service provider, these elements are of the highest importance in order to get a high level of satisfaction while managing the costs. To Computacenter, the renewal of the contract for a 3-year period is the proof that we implemented an excellent service and that we have to progress in that direction."

Ulla Franz, General Manager for Computacenter Belgium and Luxembourg, adds: "With the renewal of this contract, SWIFT shows its appreciation of the three key elements in our Benelux strategy: a pro-active focus on continuous cost reduction, a high flexibility in adapting to the client's changing needs, and innovation through a systematic application of ITIL philosophy in IT support processes."

### **About COMPUTACENTER**

Computacenter is one of the leading infrastructure services providers in Europe, with revenues of €3.6 billion (2004) and over 10.000 employees. Offering a large range of multi-vendor competencies, Computacenter supports internal IT departments and

allows them to focus on strategic business objectives. For more information about COMPUTACENTER, please refer to the website: [www.COMPUTACENTER.com](http://www.COMPUTACENTER.com).

### **About SWIFT**

SWIFT is the industry-owned cooperative providing secure messaging services and interface software to 7.800 financial institutions in 204 countries. SWIFT carried out over 2 billion messages in 2004. SWIFT provides messaging services to banks, broker/dealers and investment managers as well as to market infrastructures in payments, treasury, securities and trade. These services help customers reducing costs, improving automation and managing risk. For more information about SWIFT, please refer to the website: [www.swift.com](http://www.swift.com)

### **Plus d'informations**

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