



SWIFT

CASE STUDY

## SWIFT INCREASES VALUE WITH DESKTOP MANAGED SERVICE

Centralised approach to providing global IT support helps SWIFT manage local sites effectively and maintain high service levels.

### INDUSTRY

Financial services

### ORGANISATION SIZE

SWIFT employs more than 2,100 people

### BUSINESS CHALLENGE

Reduce the cost and complexity of providing IT support to users around the world

### SOLUTION

Centralised desktop and laptop management via a single provider and a single global service desk

### INTEREST AREAS

- Desktop managed services
- Global service desks

### RESULTS

- World-wide visibility of IT assets and service levels
- Centralised cost and quality control
- Single channel for continuous improvement projects

### KEY SERVICES

- Desktop support services
- Global service desk
- Asset management
- Supply chain services

### CORE TECHNOLOGIES

- 2,500 desktops
- 1,280 laptops
- PDAs
- Docking stations
- Printers
- Scanners



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Francois Bruyere,  
SWIFT's Global Support  
Manager

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Andre Croes,  
Head of SWIFT Internal IT

## Customer overview

The Society for Worldwide Interbank Financial Telecommunication (SWIFT) is an industry-owned co-operative supplying secure, standardised messaging services and interface software to over 8,100 financial institutions in more than 200 countries.

## Business need

In order to ensure full control over its internal IT environment, SWIFT operates a central IT service management model from its HQ in Belgium. This is overseen by the Management of Internal Services (MIS) team, which sets the organisation's IT standards and is responsible for supporting 2,100 users around the globe.

These users were originally supported via three helpdesks in Belgium, Hong Kong and the US, which resulted in high management overheads. MIS also had to co-ordinate multiple in-country service providers and contracts, which often didn't have the flexibility needed to meet SWIFT's changing business requirements.

This decentralised approach to IT support not only made it difficult to carry out global reporting but also to control service quality, which differed significantly depending on the country and service provider.

## Solution

The SWIFT MIS team decided it could make significant service improvements and cost savings by consolidating its existing patchwork of service agreements into a single contract with a single global service provider.

As a result, in 2000 SWIFT signed its first international desktop managed service contract with Computacenter. The company's ability to provide consistent, high-level services to users around the world and its understanding of SWIFT's business needs were key factors in the decision-making process.

## How Computacenter helps

The desktop managed service was initiated with a global audit of the existing estate, which helped to identify previously unrecorded assets and redundant equipment. After the audit, Computacenter successfully transitioned SWIFT's three helpdesks to a single centralised service desk at its Belgium site.

This service desk operates 24 hours a day, five days a week and supports users in 22 countries throughout Europe, the US and Asia Pacific. Under the agreement, Computacenter provides deskside support using a combination of permanent on-site engineers and on-demand interventions for smaller offices. Along with deskside support, Computacenter is also responsible for lifecycle asset management, IT procurement and support for SWIFT's internal call, problem and change management application.

After the initial contract and two renewals including benchmark exercises, Computacenter has now been delivering this service for eight years. Jurgen Strijkers, Head of Managed Services with Computacenter and Service Manager for SWIFT, explains: "Our global team has been working hard over the last eight years to provide a high quality and cost-efficient service, remaining aligned to SWIFT's ever-changing business needs."

Francois Bruyere, SWIFT's Global Support Manager adds: "I enjoy working with the Computacenter team for their customer-oriented 'can do' mentality. They continually focus on providing additional value beyond contractual boundaries while keeping costs very much under control."



## Results

The service was extended for a further five years in January 2009. Andre Croes, Head of SWIFT Internal IT comments: "In these difficult economic times, a high quality service combined with the right price were key drivers for SWIFT to renew the contract with Computacenter."

The centralised desktop managed service has played a key role in keeping operational costs under control and world-wide quality levels visible. It provides SWIFT with accurate management information and high visibility of IT assets. These two items are important elements in continuous improvement projects as well as quality control. They also enable more accurate forecasting, simplified software licensing and enhanced compliance.

Lieven Bergmans, General Manager of Computacenter Belgium concludes: "Over the past eight years, our partnership with SWIFT has been outstanding and we are grateful to see this rewarded with a new five-year contract. Beyond meeting contractual service levels, such a long term relationship is only possible where there is continued focus from both organisations on innovation, cost reduction and managing change effectively."

## More resources

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- View more case studies, at [www.computacenter.com/case-study](http://www.computacenter.com/case-study)