



*A scalable end-to-end solution to increase the efficiency of enquiries management*

#### Benefits:

- Reduce the cost associated with enquiries
- Become FATF7/SR7 compliant more easily
- Improve your customer service by providing:
  - transparency and shorter turnaround times
  - reconciliation cycles
- Grow your volumes without impacting service levels
- Generate new revenue

#### Demonstrable return on investment:

- Short time to market
- Supports co-existence of message standards
- Leverage your existing SWIFTNet infrastructure

## Easy Exceptions and Investigations

### A SWIFT solution powered by Expertus

*Automate and increase your productivity for the management of your payments' exceptions and investigations*

Until now financial institutions have not been able to resolve the issue of the very resource-intensive enquiries management.

This now becomes a priority as banks have to reduce their costs and customers are looking for a better service.

#### Solution overview

Easy Exceptions and Investigations is a solution offered jointly by SWIFT and Expertus. It combines the benefits SWIFT's Exceptions and Investigations service with the case management capabilities of Expertus' MGPS application.

This end-to-end solution delivers a fast return on your investment

#### SWIFT for Exceptions and Investigations

By using the inherent flexibility of MX message standards combined with a clear rule book, the solution provides end-to-end communication workflows that support the straight- through processing of your payments related enquiries. It will help you reduce your enquiries management costs whilst improving your customer service. As a result you will improve your

operational efficiency and your compliance with related FATF7/SR7 requirements for which specific codes have been created.

#### The MT to MX adoption plan

Current FIN related message standards (MT192, MT195, MT196, MT292, MT295, MT296) do not cater for the industry business requirements.

To allow for consistency and single standard support, SWIFT will remove them from the network provided agreed MX adoption milestones are being reached. Current decommissioning target date is end of 2012.

The Easy E&I MGPS module from Expertus is an easy to install case management application that works and/or integrates smoothly with your Alliance Access/Entry.

It provides all case management functionalities including :

- the internal case creation;
- the automated or manual case enrichment from the payments repository
- an audit trail function that fully documents all events related to a case;
- an extensive case reporting function.

Monitoring and actions from both the investigators and their supervisors are supported by a very intuitive business GUI.

## MT-MX coexistence

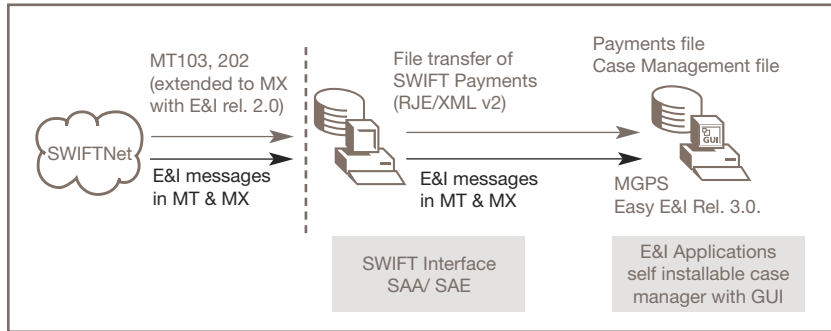
The communication module of the Easy E&I MGPS supports both the SWIFT for Exceptions and Investigations MX workflows and the MT message standards.

Thanks to a lookup capability in the FIN and E&I directories, the application will suggest either the XML or the FIN message template.

MGPS also automatically creates a number of the E&I messages in support of the mandated workflow rules.

## SWIFT Quality Stamp

The Easy E&I MGPS module is fully certified against the SWIFTReady Exceptions and Investigations labelling criteria. In addition, it has gone through additional SWIFT technical, functional and financial validations. These have resulted in the development of a Wizard Installer which eases and speeds up the installation and configuration of the application and enhances user friendliness.



Ⓐ Easy Exceptions and Investigations – Off the shelf

## Flexible solution

Depending on your automation requirements the Easy E&I MGPS module can be installed either in an off-the-shelf, non-integrated mode (level 1) or extended with two points of integration (with your payments application/ repository and with your e-mail server)- (level 2).

You can start with level 1 and evolve towards level 2 at your own pace, fully re-using your original investment, adding extra functionality and achieving higher automation rates. You will hereby maximise your return on investment.

With time, more integration can be built, tailored to the needs of your organisation, with other business applications such as other payments systems or the reconciliation application.

## Easy Exceptions and Investigations off-the-shelf

- Supports all the basic case management functionality
- Supports all E&I message standards
- SWIFT payments (MT103, MT202 – pains & pacs as from Q4/09) data transfer to the MGPS case management file through a file transfer from Alliance Access/ Entry.

## Ⓥ Easy Exceptions and Investigations - A competitive and transparent pricing

Of the shelf	
<b>SWIFT components</b>	<b>Pricing</b>
Registration to SWIFT for E&I service (one time fee per BIC, up to 15 BIC's per institution)	2,000 EUR
SAA/SAE upgrade with XML module	0 EUR
E-Training on Exceptions and investigations (1st year)	0 EUR
<b>Expertus components</b>	
*MGPS EasyE&I* license fee	30,000 EUR
Yearly maintenance fee	6,000 EUR
Fully documented installation / user handbook	0 EUR
E-training on MGPS	
<b>Total cost (specific pricing for Asia Pacific)</b>	<b>30,000 EUR (one time)</b>
Extended	
<b>SWIFT components</b>	<b>Pricing</b>
Registration to SWIFT for E&I service (one time fee per BIC, up to 15 BIC's per institution)	2.000 EUR
SAA/SAE upgrade with XML module	0 EUR
E-Training on Exceptions and investigations (1st year)	0 EUR
<b>Expertus components</b>	
*MGPS EasyE&I* license fee	50,000 EUR
Yearly maintenance fee	10,000 EUR
Professional services	
- Impact analysis and integration	24,000 EUR
- Fully documented installation / user handbook	
- On-site training on MGPS (3days)	0 EUR
<b>Total cost (specific pricing for Asia Pacific)</b>	<b>74,000 EUR (one time)</b>

Technical requirements for the off-the-shelf solution are detailed in the Easy E&I - Product Sheet

## Installation and configuration

The off-the-shelf Easy Exceptions and Investigations solution is self-installable and configurable thanks to the Wizard Installer provided with the application and to the fully documented guide.

An e-training for both the E&I standards and the Easy E&I MGPS module is part of the package.

Of course, you can also call on the professional services of Expertus or its local partner, for installation, configuration and training.

## Easy Exceptions and Investigations «Extended »

- Provides one point of integration with your payments application or repository which enables the end-to-end automation of specific types of enquiries (i.e. cancellation, modification). It also potentially supports the extension of the enquiries management for non SWIFT related payments.

- Provides one point of integration with your e-mail server and therefore support both internal and external communication needs.

### Phase III

Easy E&I Enterprise - Tailored approach

- Integration with reconciliation appl. / general ledger

### Phase II

Easy E&I MGPS - Extended

- Integration with one payment's system
- Integration with e-mail server to automate
- Extra database / server support

### Phase I

Easy E&I MGPS - Of the shelf

- Case management
- Co-existence
- Semi-automated workflow

### Geographical coverage and partners

To date a limited number of countries are covered by Easy Exceptions and Investigations.

For more information please contact SWIFT or Expertus:

#### Americas

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*For more details on user-registrations and readiness status, please refer to the SWIFTNet services directory on [swift.com](http://swift.com)*

Technical requirements for the off-the-shelf solution are detailed in the Easy E&I - Product Sheet. Professional Services for the extended module will be delivered by Expertus or its local business partners are part of the package.