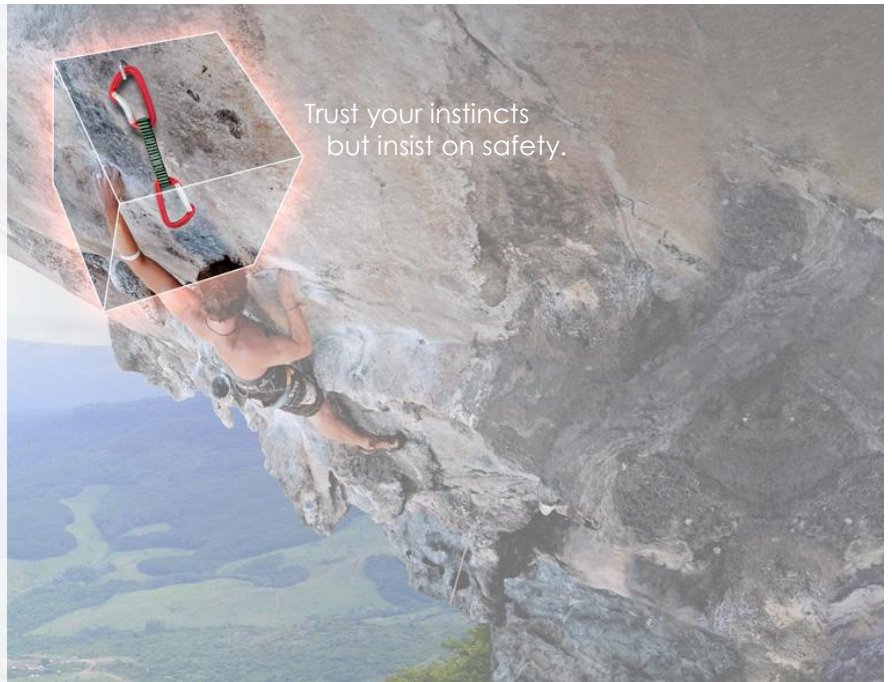


**SERVICES AND CONSULTING**

Incentage delivers the power of controlled STP.

Out of ten thousand messages, how many can you afford to lose or miss? With Incentage, this is a question you never have to ask. Stay connected. Straight through with full control. All the time.



**INCENTAGE**   
**... ALL-IN-ONE** 

Incentage Professional and Consulting Services

**How Incentage can help to organize and streamline your messaging processes**



Christian Meier,  
Head of Professional Services

- Ever wondered how well your messaging processes and infrastructure compares in a benchmarking against your competitors?
- You are no strangers to state-of-the-art messaging architecture... aren't you?
- Have you done everything humanly conceivable to mitigate risks in financial messaging?
- Do you know anytime if messages are late, if a queue is building up, if there is a message traffic jam, if there are "non events", all with a single and simple monitoring GUI providing visual and electronic alerts and automated escalation procedures for any action defined by you?

Read on if in doubt!

**Incentage's Professional and Consulting Services**

With over 150 clients around the world and 150 specialists with hundreds of years of expertise in the financial messaging industry, Incentage has a huge inventory of specialised messaging knowledge which is available at the fingertips of its customer base. Incentage's Professional Services department offers a full range of consulting, project management and support, help desk and training services:

Project management services	
Solution and architecture design	Solution and/or architecture design expertise for messaging solutions.
Project management	Handling of messaging projects and managing project teams with internal and external staff.
Delivery capacity services	Project support with skilled messaging specialists, based on short or long term needs.

Standard services	
Software maintenance	Software updates and releases, based on individualized maintenance contracts.
Help desk support	Dedicated help desk support based on individualized maintenance contracts.
24/7 support	Dedicated extended help desk support facility, inclusive individualized reaction times.
Escrow agreements	Management of escrow agreements based on specific customer needs.
Testbed facilities	Provision and management of testbed facilities for Incentage software.

Educational services	
Incentage academy	Standardized, regular and periodical classroom trainings (see our website for updated status).
Bespoke and onsite training	Bespoke trainings, developed based on specific client needs. Trainings may be held in the client's offices or at external training centres.
Product update workshops	Regular and client specific product update workshops will be offered.

Managed services	
Remote (onsite) monitoring	Incentage monitors customer systems and applications, using dedicated specialists with excellent solutions knowhow.
Remote (onsite) operating	Incentage operates customer systems and applications, using dedicated specialists with excellent solutions knowhow.

Consulting services	
Messaging architecture analysis	In-depth studies of status of messaging architecture design used at customer's level.
Performance analysis and optimization	In-depth studies of performance issues at customer's level.
Capacity requirement analysis	In-depth studies on capacity requirements, with recommendations for system upgrades and architectural design.
Risk analysis and risk mitigation	In-depth studies of risk mitigation processes and risk mitigation infrastructure.
Audits of messaging processes and infrastructures	Onetime or periodical audits of messaging processes and messaging infrastructures.
Messaging standards and compliance	Analysis of industry standards design and developments and compliance.
Dedicated consulting	Incentage's messaging specialists are available for dedicated consulting tasks at client's level.

**Welcome to the world of financial messaging!**

Incentage is a worldwide leader in messaging solutions for the financial services industry. Over 150 clients on all continents are using Incentage solutions. Incentage has a global network of partners and is a SWIFT Partner.

Incentage offers the following solutions:

- IMS Incentage Middleware Suite
  - The message STP guarantor
- ISB Incentage Service Bus
  - The message orchestrator
- IPC Incentage Process Cockpit
  - The message controller
- SWIFT based solutions powered by Incentage : SWIFTNet E & I, Funds, Accord, Proxy Voting and TSU
  - The SWIFT infrastructure integrator
- Incentage Business Solutions: Capital Bus, Investigation and Message Cockpit
  - The message solution customizer



Cars run in historic car rallies need a lot of fostering and loving care... just like your own bank's operations. Our John Pickering is not only racing the Mille Miglia in his Osca MT4, but is also involved in our consulting operations. Bet that he handles your messaging processes as smoothly as his Osca MT4?

Please contact Christian Meier, phone +41 43 355 8600 or email [christian.meier@incentage.com](mailto:christian.meier@incentage.com), for questions or a preliminary discussion.