



Important announcement



Subject Importance of Connectivity, Backup and Testing

Date 26/5/2023

Concerning department(s) IT Department

Dear Valuable Client,

We would like to bring to your attention an important matter regarding the continuity of your payment's operations, in particular your connectivity to SWISSRoute Total Messaging. Recently, some of our clients experienced an unforeseen connectivity issue to Swissroute Total Messaging that was not system related but caused by a network connectivity issue at an upstream provider in Europe which was beyond our scope. The incident temporarily disrupted their SWIFT payments operations and affected their productivity and commitments to their customers. Even though the issue was not within our control, we were able to assist the impacted clients with a quick connectivity set-up work-around.

This incident highlights the critical need for a robust connectivity fail-over plan, i.e. a secondary ISP, and regular testing to ensure smooth business operations continuity in case of an interruption on the primary ISP connection.

Connectivity issues can occur unexpectedly due to various reasons, such as infrastructure failures, service provider outages, or unforeseen circumstances. To mitigate the impact of such incidents, it is crucial that the bank has a reliable backup and contingency solution in place. A backup connection or alternative network provider can act as a failover mechanism, allowing you to maintain essential operations even during connectivity disruptions.

Equally important is the need to regularly test your backup connectivity to ensure its effectiveness. Testing the backup connection helps you identify and resolve any potential issues before they impact your daily operations. It also gives the bank the confidence that your backup solution is ready to seamlessly take over in case of an actual connectivity failure.

To ensure business continuity and minimize the impact of future connectivity issues, we strongly recommend all of our client to implement a fail-over or backup connectivity plan to "Swissroute Total Messaging":

1. Evaluate and implement a reliable backup connection or alternative network provider (ISP) to serve as a failover mechanism in case of primary connectivity disruptions.
2. Regularly test the backup connectivity: Schedule periodic tests to verify the functionality and reliability of the backup connection. This will help identify any potential shortcomings and ensure a smooth transition to the backup system when needed.
3. Document and communicate backup procedures: Document the step-by-step process for switching to the backup connectivity and share it with the relevant team members. Ensure that everyone is aware of the procedures and can execute them effectively during an actual connectivity issue.

Feel free to reach out, we value your curiosity.

[ibis-management.com](https://www.ibis-management.com)



Important announcement



By taking proactive measures and prioritizing the establishment and testing of backup connectivity, you can significantly reduce the impact of unforeseen disruptions and maintain smooth operations.

The Client Operations technical team of IBIS Management can assist you with your fail-over and contingency plan regarding connectivity. Contact us or reach out to me, Dennerick Carrera, Clients Operations Manager to discuss the options and provide the right advice for your specific set-up.

Our aim is to ensure your business remains resilient and continues to thrive even in challenging circumstances. We are happy to serve.

Best regards,

Dennerick Carrera
Clients Operations Manager

26/5/2023 *D. Carrera*

