

Swift Exchange



Swift Exchange enables people to seek advice and share information using a private system of online forums and auto-emails. Any group of people with common issues will benefit from knowledge sharing using Swift Exchange. It's ideal for professional advisers, associations, franchisees, field workers, multi-site offices, charities etc.

The system works by setting up multiple online forums, with discussions taking place within a forum. Any logged-in user can search all forums, start a new forum and start or join a discussion within a forum.

- Users can select which forums they join, with an intuitive drag and drop system. Once they've joined a forum they will be emailed with any discussions created or continued within that forum. Users can leave a forum at any time and no longer receive email notification of any further discussions. Users can, however, view the content of all forums by browsing through discussions online.
- Each discussion email details who has sent the discussion point, the point itself and a link to enable the recipient to reply. If the link is clicked the user is automatically logged on to the online version of the discussion. The user does not need to remember their username or password. All details are included within the link.

Swift Exchange costs £695 (plus VAT). The annual service charge (from £150 plus VAT) covers software updates (added automatically), server storage and bandwidth. It is due each year on the anniversary of the purchase date.

Swift Exchange can be amended to suit clients' individual needs. If a client requires more functionality than the "off-the-shelf" system, please contact IHM Services to discuss the options available.

All discussions are stored securely online and over time create a searchable knowledge database.

Attachments can be added to questions or replies so the system can act as a file storage resource.



A Swift Exchange demonstration can be found at www.SwiftFeedback.com



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