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📖 **Overview**

Professional Services for DNA®

Process Improvement, Support,
Training and Best Practices

@ the speed of life

Professional Services for DNA from Fiserv helps to optimize your technology investments and business processes for maximum impact. Fiserv offers a broad range of engagements to provide support, training, process improvement and best practices.

Optimization Reviews

Identify ways to optimize the use of DNA to ensure ongoing efficiency and alignment between your processes and technology solutions. Optimization reviews are available for retail deposit, lending, finance, back office and batch processing.

Security and Authorizations

Ensure your financial institution understands all the capabilities of DNA security and authorizations. The security and authorizations review includes a series of workshops that explain how the system security works, the key decisions to be made and the effect of those decisions.

Deposit and Loan Product Audits

Take a fresh look at your deposit and loan products with a view toward optimizing them. Audits are designed to perform discovery based on the types of products you currently have in place. Based on our findings, we provide recommendations regarding product changes, new products, training and industry best practices.

Database Purge

Employ the most effective strategies and techniques for data purging to permanently erase data from a storage space. Fiserv will work with you to analyze and develop a purging plan for files that should be removed.

System Configuration and Implementation

We can help guide your institution through system implementation and configuration in:

→ Lending

→ Deposits

→ Finance/back office

→ Operations

Additional Support and Configuration

Take advantage of additional support and configuration services for DNA and integrated products. Working in partnership with your staff, we conduct scoping discussions to identify the support services that meet the needs of your institution.

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DNAapp™ Support and Configuration

Choose from more than 300 apps available on AppMarket from Fiserv to custom tailor your services. Fiserv can help to implement, configure and test your app for desired functionality. We also review each DNAapp individually for estimated support requirements.

Release Upgrades

Let us manage the upgrade process of DNA. Fiserv remotely performs the core upgrade process for your financial institution, allowing you more time to educate your organization on release changes and work on new functionality items.

Disaster Recovery Setup and Test

Be sure you are protected against data loss and downtime due to circumstances beyond your control. We will help you set up a disaster recovery environment, develop a strategy and provide consultation around switchover procedures. Fiserv can also take part in your first disaster recovery test.

Load Balancing

Add DNA redundancy, increase resiliency and prepare for future growth. By load balancing your DNA and SAF services, you are providing additional capacity for your most important systems. We deploy additional servers, show you how to keep all servers in sync and configure the load balancer for you.

Dedicated Merger and Acquisition (M&A) Services

Fiserv can help to streamline the process for converting merged or acquired organizations to DNA. We assign a dedicated team to support your growth, drive efficiencies and implement best practices.

Online Benchmarking

Stress test your teller activity with a set of programs and scripts used to prepare and run an online benchmark or stress test of the DNA system. The scripts support a broad range of banking transactions including deposits, withdrawals, transfers, account inquiries, account product reviews, loan transactions and more.

DocuSign®

Leverage the full value of DocuSign by implementing e-signatures across your financial institution. We train your staff to integrate DocuSign capabilities to accelerate transactions and reduce manual paperwork.

Cash Machine Deployment and Training

Ensure smooth and effective deployment of the cash and coin dispenser modules of DNA at your institution. Fiserv will configure cash machine functionality with DNA and provide staff training, ensuring your employees understand how to install middleware, set up the software and configure DNA for the cash recycler interface and processing.

Vendor Forms Upgrade

Keep your financial institution's forms up to date and compliant. Get specific forms updated or have a DNA forms consultant review your library to determine vendors and modules, check against the Fiserv master retention database and advise on forms needing updates or modifications.

DNAconnect™ Upgrade

Stay up to date and connected with DNAconnect from Fiserv – a suite of applications and services that facilitate the creation and processing of system interfaces you can use to support communication between a source system and one or more target systems. Fiserv can set up your upgrade.

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Technical Training

Sign up for DNA technical training to learn more about the critical components of DNA. Choose a four- or five-day classroom session to learn how to install DNA, utilize basic Oracle® support tools, access DNA utilities and receive a DNAconnect overview.

Database Managed Services

For clients with applications based on Microsoft SQL Server and Oracle RDBMS, we can provide a fully-managed monthly subscription service that offers expert database administrators and 24/7 services for:

→ Monitoring and remediation of database performance issues

→ Patch management

→ Tuning and managing the database schema

→ Management of testing, backup and cloning procedures

Enterprise Engagement Delivery Services

Elevate your partnership with Fiserv to achieve business objectives more quickly. Our enterprise engagement delivery services provide focused attention to your needs. We serve as an extension of your organization and your voice with Fiserv.

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Connect With Us

For more information about
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Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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