

Product



Business Process Improvement Services

Measurably Increase Efficiency and Optimize Processes



Banks are increasingly setting annual objectives for reducing costs and increasing operational efficiency: doing more with the same or less resources. What if you could identify ways to reduce waste, generate synergies and streamline your business to deliver real benefits and minimize everyday challenges?

processes as well as an increased ability to 'Manage By Fact.' Efforts are focused on those areas where you experience high cost, high turnover, increased risk, over-processing, bottlenecks, volume issues and unsatisfactory cycle time.

By optimizing people, process and technology you can:

- Increase operating leverage – do more with less
- Reduce operational costs
- Maximize revenue and profitability
- Improve customer service and the customer experience
- Increase staff and customer satisfaction
- Generate loyalty
- Manage risk and enable compliance with policy and regulations

Business Process Improvement Services from Fiserv is a collaborative value-added service that enables you to measurably increase business efficiency and optimize business processes. The service assists in identifying and planning cost reduction or increasing operating leverage. Financial institutions using Business Process Improvement Services will benefit from more efficient and effective business

Fiserv consultants have in depth knowledge of retail and commercial banking processes, and use proven Six Sigma methodology in identifying, evaluating and realizing opportunities for process efficiencies and optimization – always with a strong operational focus on process, people and technology. This depth of understanding of banking processes, and our ability to offer both analysis and technology solutions is a key differentiator for you.

With Business Process Improvement Services you can:

- Evaluate and address existing high cost areas due to process inefficiency, high risk, staffing issues, excessive volume and revenue challenges
- Quantify benefits associated with Fiserv solutions as well as identify other areas for improvement
- Assist in building financial opportunity and ROI calculation for upgrading existing technology or investing in additional technology



As the global leader in financial services technology, Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management, and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what's next, right now.



Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com

- Understand the value and ROI of the proposed technology investment
- Prioritize business areas that are most in need of improvement
- Identify and build a roadmap for immediate, short and long term objectives for cost reduction and benefit realization of all of the proposed technology solutions

As part of this service, Fiserv consultants will:

- Measure and analyze *As-Is* and *To-Be* business processes
- Determine and address exact root causes that have the most significant impact to business problems (80/20)
- Identify and reduce process waste through manual and automated solutions
- Analyze business data to identify and predict trends and staffing capacity
- Optimize business process to enable effective use of new technology or more efficient use of current technology

The service will be offered in one of the following approaches:

- A value-add service to complement technology purchases, especially for products geared toward increasing efficiency (such as workflow and imaging)
- A stand-alone value-add service to investigate a business problem that may have a technical solution such as high-turnover, call center common call reduction or establishing key performance indicators to measure the solution effectiveness

- A stand-alone value-add service to assist prospects in identifying priorities for new technology spend through ROI and business case development.
- A business process evaluation and optimization service to align process to a technology solution

By deploying the service and working collaboratively with Fiserv, you can better understand top drivers impacting major business problems. You can measurably increase your operating leverage by reducing costs and increase capacity; identify where best to use technology spend; and improve processes where technology currently exists thus generating a positive ROI.

The results can be dramatic. For example, business process improvement was able to reduce costs and handovers. Using old processes, typical on-boarding required 30 forms, access to 15 different databases for work tracking, another 15 handoffs between departments/ employees, an average of 60 minutes per set-up, requiring 34 FTE's. By implementing an end-to-end process analysis optimization and workflow automation with business process improvement, on-boarding now requires zero forms, a single tracking database, no more than three touches per account, 25 minutes per set-up, and only 17 FTE's required. The final result is an annual savings of approximately \$850,000.

Connect With Us

For more information on Business Process Improvement Services, please contact us at 407-357-4760 or visit www.signature.fiserv.com.