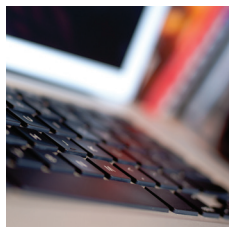


Education Services for Cleartouch®

Give Your Staff the In-Depth Knowledge They Need to Extend
Your Success With Flexible and Cost-Effective Training Options



More than ever before, financial institutions are relying on efficient, confident staff to enhance customer relationships, increase sales and boost profitability. Education Services for Cleartouch from Fiserv makes it easy and affordable for you to gain this edge.

In-depth knowledge of how to use banking applications is as essential to your success as the technology itself. Whether they work on the teller line or in the back office, staff can struggle trying to accomplish their tasks using software applications they don't fully understand. That's why we offer a wide array of training solutions that help your employees feel more confident in their jobs, serve your customers better, and eliminate costly errors.

Education Services for Cleartouch takes full advantage of cutting-edge technology to provide Internet-based training led by Fiserv instructors. Additionally, we offer traditional classroom training at regional locations and at your financial institution. Each venue offers many advantages, giving you the opportunity to choose the training solution that works best for your organization.

Virtual Trainer

Getting your entire staff together in one room for training can be a real challenge, especially if they work in branches all over town or are

scattered around the country. That's why we offer Virtual Trainer. Virtual Trainer provides your organization with unlimited access – 24/7, 365 days a year – to our extensive library of recorded online classes. This innovative training solution eliminates the typical barriers of time and distance and enables you to set the pace of your learning. Virtual Trainer is ideal for both new employee training and ongoing staff development. This service can also help your financial institution implement new products and services faster than ever. By offering unlimited access to training, you empower your staff to maximize productivity, eliminate costly errors and service your customers effectively.

Virtual Trainer courses can be viewed by as many employees as you'd like, at any time you'd like, and from any number of locations. Complete with pause, forward and rewind capabilities, this type of training ensures that participants at all levels of expertise gain a clear understanding of the concepts being taught.

Live Internet Training

Our live Internet training classes offer all the convenience of our recorded Internet training, but with the added benefit of direct guidance from our knowledgeable instructors. During our live software training, participants can take part in fully interactive question-and-answer sessions. Your staff has the opportunity to raise questions and explore issues that apply specifically to your organization's software configuration and business model. From a single Internet connection, participants can learn how to optimize the efficiency of your core business processes.



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 now.



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Financial institutions can choose to enroll in live Internet training courses on an individual basis, one session at a time, or for a fixed fee, you can choose to participate in an unlimited number of sessions per year.

Virtual Classroom

Our virtual classroom uses up-to-date technology to bring you flexible and interactive training in a hands-on learning environment. Virtual classroom combines the cost-effectiveness and efficiencies of traditional webinars with the positive experience and significant reinforcement of hands-on training. Your team can benefit from the advantages of in-person training without the expense of traveling to a Fiserv facility.

- An unlimited number of your staff can view and hear the webinar portion of the training session
- You'll connect a single PC from your financial institution to the software housed at a Fiserv training facility
- Workshop training exercises, along with guidance from Fiserv instructors, enable your team to test their knowledge on the subject matter

Classroom Training

With classroom training at one of our Fiserv locations, your staff is free from the distractions of their normal, day-to-day activities. Led by our experienced instructors, these classes feature hands-on instruction in our state-of-the-art PC lab, which is designed to reinforce the concepts explained in the classroom.

Our training experts can also host classroom training at your financial institution. Working in conjunction with your staff, the training team develops educational plans that address your specific needs and processing environment.

Key Benefits

- Multiple training options to suit your needs
- Increased staff confidence
- Better service for your customers
- Elimination of costly errors

So whether you want to prepare key employees to handle a major conversion or provide staff with another opportunity to advance their application knowledge, classroom training options promote more effective use of Cleartouch and improve your bottom line.

Online Product Training Documentation

Unlimited access to a library of training documentation is available, providing you with on-demand access to the most recent course guides. By purchasing access to the package, your financial institution can view, search, download and print training guides using Adobe® Reader® X. As guides are updated with the latest product features, you'll have instant access to the training materials with this documentation package.

Education's Many Benefits

Education Services can offer your financial institution a number of benefits, including improved employee efficiency, customer retention, increased sales and greater overall profitability. A wide range of introductory and advanced topics are designed to enhance staff expertise, and a variety of convenient training delivery methods ensure that you find a solution catering to your unique needs.

Connect With Us

For more information about Education Services for Cleartouch, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.