



IT Assessment Services

Find Out How Secure, Compliant and Effective Your Infrastructure Is

Infrastructure supports your business software applications, your personnel and every customer experience. To deliver the critical voice and data connections your business depends on daily, your infrastructure must always be up, fast and secure. IT Assessment Services from Fiserv can help you check the pulse of your mission-critical systems.

Your infrastructure consists of three critical components:

- Local Area Network (LAN) – All internal technology assets such as servers and networks
- Wide Area Network (WAN) – The two-way connection to the outside world
- The security layer between the LAN and WAN

Infrastructure gaps can lead to security risks, performance issues and compliance concerns. Fiserv can perform a thorough IT infrastructure assessment designed to uncover hidden weaknesses and threats, provide an action plan to remediate urgent issues and recommend best practices to optimize network performance.

How It Works

A certified engineer from Fiserv will visit your organization – usually for one or two days – to conduct the assessment using our rigorous and complete methodology and automated analysis tools.

Using deep technical knowledge and an understanding of your business, the Fiserv engineer will collect the assessment data points through a combination of on-site interviews and direct analysis of your environment.

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"We strongly recommend Fiserv to anyone looking for Infrastructure assessment, remediation and ongoing support services."

Roanoke Rapids Savings Bank
North Carolina

What You Get

The Fiserv assessment engineer will produce a custom report – typically 30-40 pages – with a business-level summary and a detailed technical section. This report encompasses more than 100 metrics and variables to help you pinpoint where your infrastructure needs attention.

The findings rank your infrastructure assets on a scale from high urgency to future planning items. These findings, along with personal discussions with our experts, help you determine what issues are most critical.

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.

What Is Included

IT Assessment Services includes a thorough analysis of the following areas of your infrastructure:

- Servers (hardware, network operating system, network applications – antivirus, email, backup, databases)
- Security (active directory/LDAP, firewall/routers, content management software)
- Network (switches, wireless, LAN, WAN)
- Desktops and laptops (analyze a sample to review deployment and consistency)

In addition, the Fiserv expert will review your backup and disaster recovery systems and compare your processes to industry best practices and manufacturer recommendations.

Sentry Performance Solutions

IT Assessment Services is part of our portfolio of managed services called Sentry Performance SolutionsSM. These services from Fiserv can help you optimize and manage a high-performance IT infrastructure. In addition to IT assessments, we offer managed network services, hosting services, network security solutions, hardware and software life cycle management and unified voice solutions.

Key Benefits

- Certified engineer with deep technical knowledge and understanding of your business
- Rigorous methodology and automated analysis tools
- Custom report provides details as well as business-level summary
- Ranked findings to help you determine your most critical gaps
- Recommendations based on industry best practices and manufacturer recommendations

Connect With Us

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



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