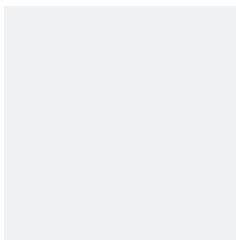
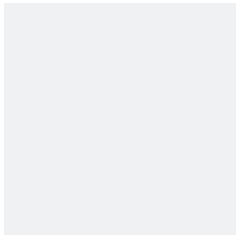
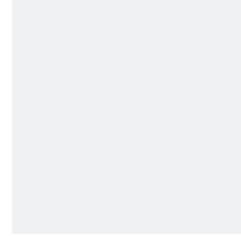
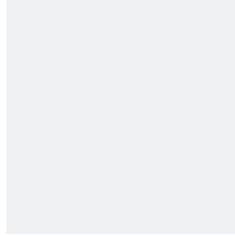
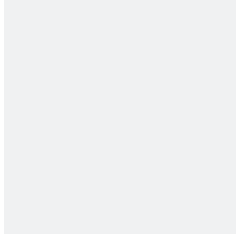


## Services



### Professional Services for DNA™

Maximize the Value of Your Technology and Resource Investments with the Help of Professional Services Delivered by Industry Specialists





## Services

Optimize the return on your technology investments and gain an edge in today's competitive market with Professional Services for DNA from Fiserv. You can maximize the value of your DNA account processing platform and technology resources by engaging the professionals and services that best meet your needs and goals.



Fiserv can help you get the most from your technology investment—to ensure you're leveraging all of its capabilities, using it efficiently, and employing it effectively to meet your business goals. Our Professional Services group partners with you to help you optimize technology for maximum business results.

### **Proven, Unrivaled Expertise**

The Professional Services for DNA team possess an unparalleled combination of expertise in business and technology services, in-depth knowledge of the DNA platform and related Fiserv solutions, and a strong understanding of the financial services industry culture, regulatory environment and best practices. You get proven solutions from professionals who understand your business and can anticipate your needs as conditions change.

Our Professional Services areas of expertise encompass DNA optimization, custom DNA development, DNA data center services, managed services and IT services. Let our Professional Services specialists help you:

- Get the most from your technology solutions and align with current best practices
- Modify, enhance and extend DNA capabilities through custom development
- Host DNA in a secure data center with fast and reliable disaster recovery
- Maintain applications, network and IT infrastructure at peak performance levels
- Specify and procure appropriate hardware and software using our favorable vendor relationships

- Customize, integrate and maintain non-DNA solutions using the expertise of our global IT development team
- Augment your IT staff to free up technical and management resources

Whether you're converting to Fiserv solutions for the first time or have been a Fiserv client for many years, Professional Services can measurably impact your business.

### **DNA Optimization Services**

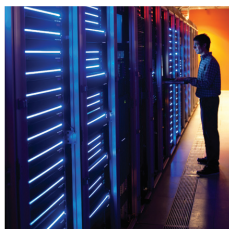
Making the best use of existing technology is critical to achieving your business goals. Fiserv offers a variety of DNA optimization services—including best practices consulting, release support services, Oracle® Database consulting and training services—to help you leverage the technology you have in place.

### **Best Practices Consulting**

Drawing on extensive experience in assessing operations, our team can develop specific recommendations to help you operate DNA more effectively. Our DNA application-level expertise in front-office, deposits, lending, back-office operations, accounting, CRM and Business Intelligence, and more guides you to reduce costs, improve operational efficiency and maximize your investment in DNA.

Fiserv can conduct an enterprise-wide evaluation of your business processes and organization to identify opportunities for improvement and ensure alignment with the system's unique technology capabilities. We can help you to streamline operations and improve productivity by recommending ways to use our technology to reduce or

# Operational and Monitoring Tools



eliminate manual activities, improve quality, reduce errors and modify front- and back-office staffing based on industry benchmarks. We can also work with you to define and implement DNA system security and authorizations for each function within your organization, ensuring tightly controlled access to sensitive data.



## Training Services

Fiserv offers an extensive array of training opportunities to help you fully use DNA pre- and post-conversion, and to improve your ongoing knowledge and efficiency. Choose from more than 50 classes and the delivery model that best suits your needs: instructor-led, self-paced, webinars or customized on-site instruction.



## Release Support Services

Fiserv technical experts will help you to successfully introduce DNA and Oracle releases and updates. Our knowledgeable resources are with you every step of the way—from planning to installation to testing—ensuring planned patching and upgrade activities are completed quickly, smoothly and efficiently.

## Oracle Consulting for DNA

Our team of Oracle-certified Fiserv engineers and database administrators can help ensure that your Oracle Database is installed, configured and managed properly for DNA. As a result, your database will perform better, ensure security and compliance, and provide the highest levels of supportability while reducing maintenance and administration time.

## Custom DNA Development

Custom DNA development from Fiserv enables you to augment and extend the functionality of DNA to meet your unique business needs. We offer a comprehensive selection of custom applications to help you improve efficiency, expand your product and service offerings, or generate revenue. Alternatively, you can engage our team of professionals to deliver innovative solutions that meet your unique requirements.

## DNA Add-Ons and Integration

You can select from many pre-existing add-ons, known as DNAapps™, through the DNAappstore™ or choose from a suite of add-on features available in DNA. If an existing DNAapp or other solution doesn't meet your needs, Fiserv developers are available to create custom DNAapps or solutions to your unique specifications, including DNA process automations and third-party product integrations.

## Custom Solutions

Fiserv can work with you exclusively or, if there is sufficient interest from other clients for the same solution, we can deliver it through a joint application development (JAD) project. Our team can also provide technical training courses.

## Data Center Services

Outsourcing DNA account processing offers a cost-effective way to simplify resource management, improve risk management capabilities, shift infrastructure responsibilities, leverage advanced technology skills, and focus

on strengthening customer relationships.

Fiserv can help your financial institution transition to a secure, reliable data center that provides high-availability processing, industry-leading technologies and the highest level of DNA expertise.

Fiserv combines the technical knowledge, proven processes and expert assistance needed to successfully transition your financial institution from an in-house to an outsourced processing environment, including various types of resource-managed and hybrid arrangements.

Clients running DNA from our data center benefit from reliable and responsive disaster recovery capabilities with our state-of-the-art, Tier III+ disaster recovery center. Disaster Recovery Plus for DNA provides additional assurance with improved recovery metrics, guaranteed annual testing with more flexible testing support, near real time replication and prioritized automated recovery.

### **Managed Services**

Maintaining your IT infrastructure is critical to delivering your financial institution's mission-critical services every day. To ensure you can count on a high-performance IT environment backed by convenient, dependable service, Fiserv provides a full range of managed services designed for your account processing platform and the many Fiserv solutions that surround and complement DNA. We are a total solutions provider for your applications, network and IT management.

### **Managed Network Services**

Fiserv offers complete design, management, support and fulfillment services through a single point of coordination to meet the needs of your network environment. Because every network environment is unique, our technology professionals work with you to design a network tailored to your precise business needs.

### **Managed Infrastructure Services**

Fiserv brings you the advantage of working with highly qualified IT professionals with extensive experience managing banking infrastructure. Our professionals have certifications and expertise in a broad range of infrastructure solutions, including technologies from HP, Remedy, Oracle, Cisco, Microsoft, Sun, IBM and Red Hat.

### **Hardware Procurement**

Fiserv provides your financial institution with competitive pricing on hardware and software by leveraging our strategic partnerships with major technology providers. We also provide consulting, configuration and sales assistance on server equipment, workstations, printers, office productivity applications, virus protection and other ancillary products.

### **IT Services**

Fiserv can help you customize, integrate, enhance and maintain non-DNA solutions using the expertise of our global IT development team. With years of product development and testing experience, our global team of IT professionals can augment your IT staff to help you expertly and cost-effectively manage technology projects.





### **Non-DNA Development and Integration**

You can take advantage of the wide range of development, customization, integration and maintenance skills available with our global workforce to help your technology keep pace with your changing business needs. Fiserv will partner with your institution to customize, enhance and integrate Fiserv products and third-party applications; develop new applications; improve application usability; and support and maintain legacy applications.

### **Testing Services**

Gain access to our large pool of highly qualified financial services testing professionals for independent testing of customized applications, integrations, migrations, performance, automation and compliance. Our testing services include expertise in managing integrated testing across various Fiserv and third-party products, as well as the availability of integrated test labs.

### **IT Staffing Services**

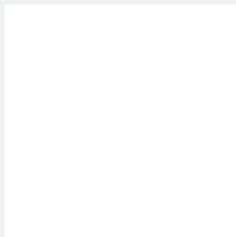
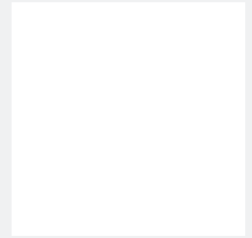
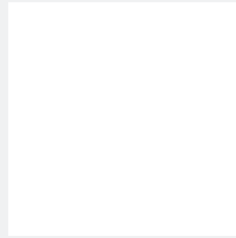
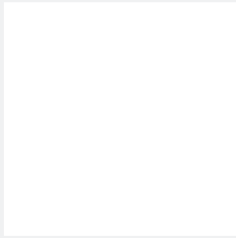
Free up your IT and management resources, increase efficiencies, improve productivity and service levels and respond to changing business needs with IT staffing services from Fiserv. Our experienced and knowledgeable team provides the technical expertise for complete management of in-house applications and support services, including production support, maintenance, enhancement, upgrades and modernization.

### **Key Benefits**

- Improve the efficiency of IT and business processes
- Ensure security and regulatory compliance
- Expand your product line with appropriate, enabling technology
- Advance your business objectives with CRM and business intelligence tools
- Maintain peak performance of your network, database and IT infrastructure
- Ensure swift operational recovery in the event of a disaster
- Train your staff to use existing technology productively and efficiently
- Free up your IT and management resources by leveraging a highly qualified, global workforce

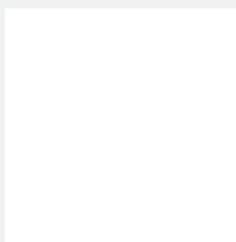
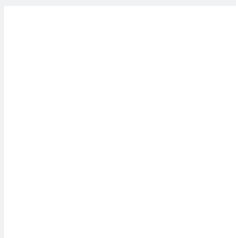
### **Connect With Us**

For more information about Professional Services for DNA, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com), or visit [www.fiserv.com](http://www.fiserv.com).



## About Fiserv

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](http://www.fiserv.com) for a look at what's next now.





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