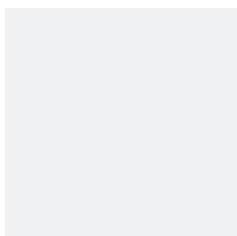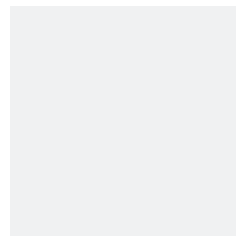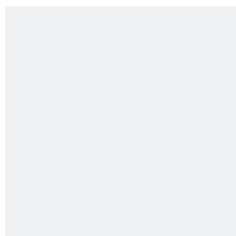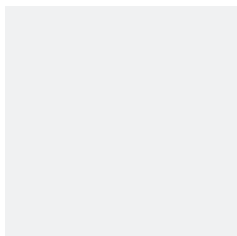**Services**

Sentry Performance Solutions℠
Maximize the Performance, Reliability and Scalability
of Your IT Infrastructure
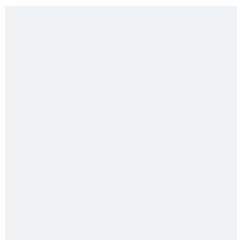
fiserv.

Services

Sentry Performance Solutions from Fiserv frees you to focus on growing your business and serving expanding customer needs while we provide reliable, scalable, high-performance infrastructure and services to support you.

Financial institutions understand that their technology infrastructure is the backbone of their service delivery and overall customer or member experience. As your IT and network infrastructure become increasingly sophisticated, building and maintaining a secure and regulatory compliant infrastructure can become too time-consuming, costly and complex for your internal resources. Yet maintaining peak performance and optimal security is essential to delivering the services your customers or members depend on every day.

Sentry Performance Solutions enables you to deliver and maintain a high-performance IT infrastructure that is secure, reliable, scalable and optimized for maximum speed and efficiency. We can help you reduce capital expenditures, focus on your core business, optimize the use of in-house staff, scale your infrastructure as your needs grow, and provide the integration and operational expertise of a technology partner who fully understands the infrastructure needs of financial institutions.

As your trusted partner, Fiserv is a leading technology provider to the financial services industry and leverages best practices developed by operating under stringent regulatory oversight to maintain strict protocols to keep your data and application servers safe and secure.

A Total Solutions Provider

Fiserv is a total solutions provider for your applications, network and IT management, providing a robust combination of innovative solutions based on proven technologies and experienced professionals with a thorough understanding of financial institution operations and regulations. We offer complete design, management, support and fulfillment services through a single point of coordination—from consultation and network design to implementation and monitoring—to meet your varied and evolving network and infrastructure needs.

Sentry Performance Solutions includes network services, hosting services, network security services, hardware and software life cycle management, and unified voice services. With this strong suite of services, we can help you:

- Benefit from the experience and best-practice insights of a partner who serves the infrastructure needs of hundreds of financial institutions

- Facilitate compliance with regulatory requirements and industry standards

- Focus your valuable IT resources on business growth and strategic opportunities rather than maintaining your increasingly complex technology infrastructure

Maintain Peak Performance and Optimal Security

Sentry Performance Solutions

Network Services

Hardware and Software Life Cycle Management

Unified Voice Services

Hosting Services

Network Security Services

Sentry Performance Solutions
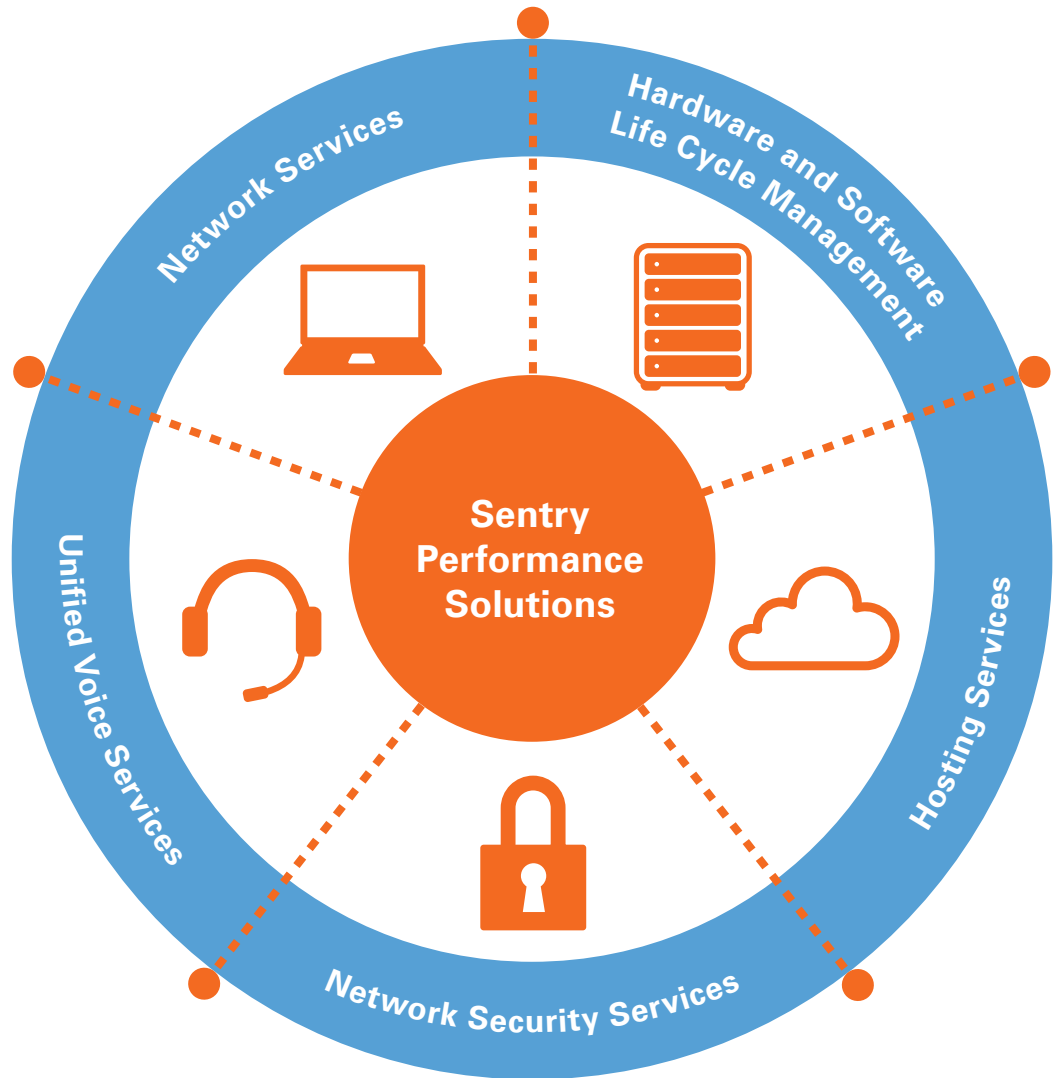
Our robust combination of innovative solutions is based on proven technologies and experienced professionals with a thorough understanding of financial institution operations and regulations.

- Enhance the customer or member experience by delivering the safety, reliability, speed and efficiency that you and your customers or members expect

- Control costs and manage expenses while enabling a high-performance network and IT infrastructure

Whether you're converting to Fiserv solutions for the first time or have employed Fiserv products and services for many years, Sentry Performance Solutions can deliver a measurable improvement to your business.

Network Services

Fiserv offers leading technology services to meet every aspect of your network-related business requirements.

Our services include professional network consulting and design, managed LAN and WAN services, branch and guest wireless services, and 24/7/365 monitoring services from certified experts. We maintain strong relationships with leading telecommunications carriers and network infrastructure providers that gives us access to the latest technology and cost savings based on our business volume that we can pass on to clients.

Network Design Services

With extensive network and financial services experience, our team can review your LAN and WAN requirements, propose designs, offer hardware and software implementation services and manage capacity planning for your LAN and/or WAN.

We can design solutions that leverage your existing technology investment, coordinate the installation and integration of network hardware and software within your existing environment, and recommend additional solutions to meet your performance and operational needs.

Managed Network Services

System downtime or poor performance can impact your bottom line and result in customer or member dissatisfaction. Fiserv helps to ensure high reliability and uptime of your WAN so you're able to deliver the financial products and services your accountholders expect.

Fiserv offers competitive pricing on LAN and WAN solutions through our relationships with multiple carriers and network hardware providers. Moreover, our professional staff has the expertise to create innovative technology solutions, such as Multiprotocol Label Switching (MPLS) WAN environments, using consistent design methodologies and best practices.

Other LAN and WAN services we offer include working with federal regulatory agencies to prioritize repairs of local facilities, and branch and guest wireless services to offer convenience to your accountholders and personnel without impacting the operation or security of your internal and operational networks.

With Sentry Performance Solutions, you can deliver and maintain a high-performance IT infrastructure that is secure, reliable, scalable and optimized for maximum speed and efficiency.

With Fiserv focused on your network, your internal staff can focus on enhancing accountholder relationships and growing your business.

Monitoring Services

Fiserv offers robust, 24/7/365 LAN and WAN monitoring and support services to ensure that your network communications don't let you down when you need them. Our clients have access to information such as utilization reporting, trouble ticket status, operational and escalation procedures, historical reports and more. Using the information provided, Fiserv can quickly recognize and resolve issues through the use of the largest private infrastructure using multipath routing through our core backbone.

Hosting Services

Fiserv provides high-performance, professionally managed computing environments with the assurance of proven data protection, business continuity and disaster recovery services so you can offload the ownership and maintenance of your computing infrastructure and eliminate the capital expense required to refresh infrastructure hardware.

Hosted Infrastructure

Fiserv offers full-scale hosting and professional management of your servers, networks, databases and other IT infrastructure components to provide a secure, integrated, reliable and cost-effective computing environment.

Our services include the creation of a customized hosting architecture designed to deliver the fast performance and uptime your business needs today and the scalability to add performance, bandwidth and storage as those needs grow. We offer complete database, server, network and storage management; ready access to a dedicated support team; monitoring and resolution for fault, performance and security issues; application and network-based intrusion and vulnerability management; and incident, problem, change, release, configuration, availability and capacity management.

Data Protection and Recovery Services

Data protection has never been more critical or more challenging. Financial institutions face explosive growth in the amount of business-critical data they must manage and increasing regulatory burdens related to data security and retention, not to mention the ever-present threats of disaster, outages, theft, litigation and human error. Fiserv helps financial institutions automate and simplify their data protection and recovery needs while supporting compliance with regulations governing the security, storage, accessibility of data and disaster preparedness.

Data Vaulting from Fiserv provides disk-based data protection by enabling critical data to be encrypted and automatically transmitted to a secure, electronic storage vault. The solution provides superior security and reliability with end-to-end encryption, advanced recovery capability and scalable, customized deployment options.

Recovery Services from Fiserv is a separate, complementary solution that integrates seamlessly with Data Vaulting and provides hosted computing and network connectivity to maintain operations for your core and ancillary applications in the event of a major disruption. Integration of other hosted services provides comprehensive business continuity for you and your end clients.

When a disaster or business interruption occurs, Fiserv offers direct access to professionals with expertise in the software you're using. Whether you're conducting a test or experiencing an actual disaster, our team provides direct, ongoing support that minimizes time spent troubleshooting and reconfiguring systems. Data Vaulting and Recovery Services are hosted in the same Fiserv SSAE 16 data center that is compliant with Payment Card Industry (PCI) standards and employs 24/7 security and redundant power and Internet connections.

Email Management Services

Reliable, secure email service is a necessity in today's business communications. But installing and running your own in-house email servers requires expensive hardware and software, complicated software updates and email options such as encryption, which are required by regulations but not available in all email solutions.

With Fiserv, your financial institution doesn't have to shoulder the email burden. We provide clients with reliable and secure messaging services while eliminating the cost of installing and maintaining an in-house

system. You simply add and maintain users while we take care of licensing, backups, disaster recovery, security and even regulations from the PCI Security Standards Council and other governing bodies. As long as you have Internet access, your staff can get their email. Email can be retrieved using Microsoft® Outlook® (sold separately), Outlook Mobile Device Access (SMS) or Outlook Web Access.

Network Security Services

Protecting your network and your sensitive data is critical to maintaining your role as a trusted financial services provider in the communities you serve. Fiserv can implement a layered approach to your network security requirements with solutions that address all aspects of network security. These include employee awareness training, on-site vulnerability assessments, physical facility security recommendations, workstation protection software management, and email relay and scanning services. Our Internet access services include a full suite of services including in-house or cloud-based firewall management, intrusion defense systems, user access restrictions, and regulatory and compliance reporting systems. Working together with a PCI-compliant network partner with FFIEC oversight, Fiserv maintains strict protocols to help keep your data and application servers safe, secure and compliant.

Firewall Services

Fiserv leverages network security expertise to provision, deploy, upgrade and patch network-facing devices to ensure your financial institution is protected from unauthorized network access. For ongoing peace of mind, our services include 24/7 firewall monitoring, log reporting, and response to security and device health events, as well as malicious code defense, Web content filtering, hosted and managed virus protection solutions, and more.

Internet Services

Fiserv complements your enterprise security program, providing secure, outsourced and cost-effective premises- and cloud-based outbound Internet access. While Internet services are a must-have in today's business environment, unrestricted access can lead to lost productivity through unauthorized employee activity, as well as increased concerns about Internet intruders. Managed Internet Services meets the daily challenges of managing outbound Internet access and minimizing Internet-related threats, allowing you to concentrate on managing your financial institution.

Vulnerability Assessment Services

Fiserv offers a range of services to evaluate your system's security and ensure that you're meeting applicable regulatory requirements. This includes conducting an information security review with a vulnerability assessment of internal and external networks and host security; an architecture review of your network design, firewall configuration, router configuration and network operating system; and a physical security review of access controls, alarm systems, processes for handling visitors and other potential risks. We provide detailed and executive-level reports of all findings, including vulnerabilities, associated risks and recommendations for resolving any issues.

Hardware and Software Life Cycle Management

Fiserv takes the hassle out of equipping and maintaining your computing environment by managing the entire process for you. Our services cover servers, workstations, desktops, applications and peripheral devices, coordinating the procurement and implementation process of your Fiserv and third-party solutions.

IT Procurement Services

Fiserv maintains strategic partnerships with major technology providers to provide extremely competitive pricing and timely fulfillment of your hardware and software requirements. Our experienced staff continually reviews the marketplace for the latest advancements to anticipate your needs and react swiftly to your ever-changing environment.

Implementation Services

Fiserv can manage the staging, delivery and onsite installation process to ensure the hardware and software you require is available when needed and is installed and configured according to your specifications.

Hardware Maintenance

Hardware maintenance services from Fiserv help you to eliminate the lengthy delays and customer or member frustration caused by computer downtime. We offer a full suite of services specifically designed to minimize computer downtime caused by daily wear and tear (excluding consumables such as print heads and toner cartridges) and provide a single point of contact and full coordination for your hardware maintenance needs and service requests.

Fiserv works with technicians and partners that maintain an inventory of spare parts at strategic locations across the nation to ensure that your service is promptly restored. We also provide a toll-free help desk for all your computer service needs, rapid-response vendor dispatch for repairs and installation, annual preventative maintenance, service history reporting, and expedited service when needed.

Server and Workstation Management

Keeping servers and workstations current with the latest software versions, patches, security updates, malware and anti-virus signatures, and other changes can be a full-time job. Let Fiserv professionals take care of the process for you, ensuring that your systems remain up to date and perform at their peak.

Unified Voice Services

To meet the unique communications requirements of financial institutions, Fiserv offers a complete unified communications platform for Voice over Internet Protocol (VoIP) branch phone system, call center and audio response applications. Our voice solutions are fully integrated with your Fiserv account processing system to provide a powerful, intuitive and efficient communications capability.

Our unified communications platform leverages your LAN and WAN investments to provide significant cost savings over traditional and disparate phone systems, as well as the flexibility and scalability to grow with you. As your needs expand, we'll help you add phones, users, features and locations easily and cost-effectively while providing new features via software updates to keep your communications system up to date.

ConvergeIT® VoIP

ConvergeIT VoIP from Fiserv provides completely IP-enabled telephone systems that are integrated with your account processing systems to enhance service, integrate business continuity and disaster recovery services, reduce operating costs, unify branch operations and improve efficiencies. Our solutions offer all the convenience features you expect, including single-button access to voicemail, voice mail greeting selections, activity/presence selection, call recording, conferencing, transferring and more. In addition, we bring you advanced capabilities such as Windows®

"soft phones," Auto Attendant to answer and route calls automatically using voice-prompted menus, and software enabling your operator or receptionist to handle calls easily and effectively while maintaining personalized service.

ConvergeIT Call Center

ConvergeIT Call Center offers everything you need to effectively support and manage inbound and outbound call center operations. Our solutions offer numerous inbound call routing options plus supervisory capabilities to monitor lines, queues and workgroups—or even to monitor, coach and join calls to maximize the customer service experience.

ConvergeIT Call Center also provides automated call recording with flexible storage and retrieval options; a list-driven outbound dialer option that quickly connects live calls to the appropriate agents; and powerful call reporting features that provide a wide range of detail and summary information for agents, workgroups and lines.

ConvergeIT IVR

IVR is a vital service delivery vehicle for many accountholders. ConvergeIT IVR helps you maximize your audio response channel with a hosted, turnkey solution that integrates your account processing and telephony systems, requires no hardware, and offers features designed expressly for financial institutions. To help you serve accountholders more conveniently, ConvergeIT IVR offers highly flexible call flow options, advanced English and Spanish voice recognition, multifactor authentication and more—all delivered via a

Key Benefits

- Gain cost control and expense predictability from our integrated infrastructure management solutions

- Enhance customer experience through a network solution offering security, reliability, scalability and optimization for maximum speed and efficiency

- Leverage the experience and expertise of a global leader serving the IT infrastructure needs of hundreds of financial institutions with expert professionals that can manage continually evolving technology capabilities and client needs

- Focus on growing your business by leveraging your IT resources on areas most critical to driving customer satisfaction and new business growth

- Maximize the safety and security of your data and application servers by trusting them to Fiserv, an industry-leading provider of technology solutions to financial institutions

user-friendly design that makes it easy for consumers to navigate the system, obtain up-to-date account information and more using speech commands or keypad buttons.

Connect With Us

For more information about Sentry Performance Solutions, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.
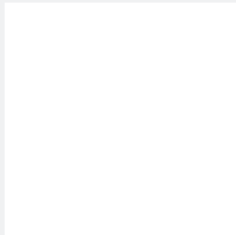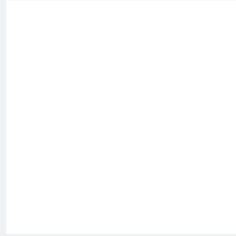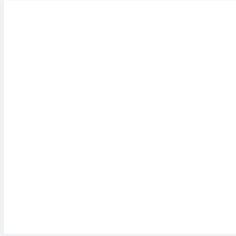
About Fiserv

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 for a look at what's next now.
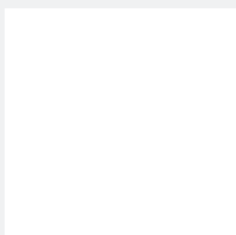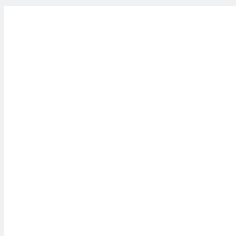
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