



**Virtual Trainer Services for Cleartouch®**  
On-Demand and Cost-Effective Staff Training



Provide your staff with up-to-date, on-demand training 365 days a year. A subscription to Virtual Trainer Services for Cleartouch from Fiserv offers unlimited access to a growing library of recorded Internet classes, developed by Fiserv education specialists.

Virtual Trainer Services provides your organization with unlimited access—24/7/365—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.

**Convenient and Cost-Effective**

Virtual Trainer Services, conveniently available via the Collaborative Care Center<sup>SM</sup> from Fiserv, enables you to access training courses at times that suit your staff’s schedule and makes it possible for you to train your entire team at an affordable price.

Cost-effective one-year subscriptions, including optional reporting, provide unlimited access to the Virtual Trainer Services library, which has many recorded courses and continues to grow. Trainees can pause and rewind as they take these courses, enabling the training experience to accommodate different schedules, learning styles and needs. Busy staff members

will value the flexibility of being able to attend training sessions at times that are convenient for them.

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“Our employees are more knowledgeable, more confident and better able to accommodate customer requests. Best of all, we paid for our investment within the first month of using Virtual Trainer Services.”

**Malachi McNeilus**  
Sterling State Bank  
Austin, Minnesota

**Best of Both Worlds**

Virtual Trainer Services is like having a team of trainers on staff with a range of knowledge about bank platform applications and integrated solutions. Fiserv “trainers” don’t take days off—they’re always available and ready to share their knowledge. Virtual Trainer Services can provide your staff with consistent, timely and expert learning on subjects that matter most to your financial institution.

Trainees also have access to product training guides, which contain valuable information to supplement training, including screen shots, field definitions, and helpful hints and tips.

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“Virtual Trainer Services allows me to create an individualized training program for each employee. It also gives employees the chance to view and make their own training choices if they want to learn more.”

**Sandra K. Keener**  
International Bank of Amherst  
Amherst, Wisconsin



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.

## Investing in Better Customer Service

Virtual Trainer Services 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 serve your customers effectively.

## Shorter-Term Licensing Options

While our annual Virtual Trainer Services subscription provides an all-access pass to our library of recorded online courses, these courses can also be purchased for daily or weekly access. Licensing recorded courses for one day or one week is a practical and affordable staff training option. Access is unlimited during the license period so a course can be viewed individually from a work station, by a group in a classroom setting, or both.

Both Virtual Trainer Services and our other online course licensing options enable your staff to receive high quality training without undue disruption to their schedules and daily routines.

## Connect With Us

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



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