Product

XP2®
Leverage Innovative Features and Proven, Best-in-Class Technologies to Meet Your Members’ Needs
Product

XP2 from Fiserv is a next-generation choice in account processing for credit unions, featuring a Microsoft® .NET framework that’s open at every tier and an individual-centric design backed by an IBM DB2® relational database. With proven, extensible, scalable technology and established integration to a broad range of enterprise solutions, XP2 supports credit union growth and drives operational efficiency.

The XP2 account processing solution is designed for progressive credit unions and built on technology that will support credit unions well into the future. On the front end, the XP2 browser interface leverages Internet and intranet technology to deliver unprecedented control and ease of use. A universal standard, relational database manages data efficiently and securely and provides low-cost maintenance and ease of access with multiple off-the-shelf reporting tools. With XP2, your credit union can take advantage of service offerings and cross-selling opportunities with built-in member relationship management tools.

Built With Our Clients for Our Clients

The development of XP2 was a collaborative effort between Fiserv and our clients. We brought together the best in credit union design ideas, the flexibility and open architecture of Internet technology, the power and security of DB2, and the expertise we’ve gained as a solutions provider to credit unions for more than four decades to create a next-generation platform designed specifically for our clients.

XP2 has been, and will continue to be, designed in partnership with our clients through ongoing user and focus group input, CIO advisory teams and CEO roundtables.
Technology to Grow On

XP2 is built on a Microsoft .NET framework, providing open access capabilities that enable your credit union to easily integrate with the innovative, best-of-suite products from Fiserv and other third-party products. The DB2 relational database offers security, scalability and cost efficiency while supporting an individual-centric architecture.

XP2 easily supports your growth initiatives through IBM hardware that delivers security, performance and outstanding scalability. IBM components can be added as your credit union grows, offering the scalability you require coupled with the peace of mind that an industry-leading technology partner provides.

And with XP2, you can rest assured your credit union can weather any storm. Fiserv leverages our long-term value partnership with IBM to provide you with comprehensive business continuity processes that minimize risk to your operations, improve systems availability, and protect your data while providing trusted, resilient support services that are always available to assist you with any system disruption.

Choose the Delivery That Works for You

XP2 is available as an in-house solution or through a hosted, ASP option. With either method, you have access to the same robust collection of tools to address the ever-changing needs of your members and help them simplify their financial lives.
Take Member Service to a New Level

The built-in member relationship management platform brings a highly personalized approach to contact management, sales and service. Member relationship management is integrated with your staff’s daily workflow, saving you the cost of add-on member relationship management software. And because the concept of an “individual” is not tied to account ownership, you can easily track nonmembers and potential members.

With the Individual Summary within XP2, your staff has an aggregate view of each individual, including membership, loan, product, sales and contact information – even if that member has multiple memberships in your credit union. And built-in member relationship management tools let you define the information you want to track by setting up your own categories, subcategories, routing options, dispositions and more. This feature provides a whole new level of sales and service by placing valuable information like past contacts and pending actions right where it can be accessed quickly by your member service representatives. Valuable data for tracking and reporting is available online, as well as with standard reports and through a variety of custom reporting tools.

Make the most of cross-selling opportunities with the built-in member relationship management platform. Access valuable member information all from one easy-to-read screen.
Scalability, Efficiency and Member Focus

Deepen Member Relationships

XP2 enables your credit union to deepen member relationships and improve member experience. Enabling your staff to record every interaction with members, the system tracks member engagement, allowing management and staff to deeply understand each member and to understand what is needed to provide the best service and products to meet their needs.

Make the Most of Opportunities

Integrated cross-selling tools let you present individual- and member-specific prequalified sales opportunities within the member relationship management platform. Customize online facts, features and scripts about the opportunity so your member service representatives have the necessary details at their fingertips when presenting products.

The Product Selector tool identifies the products offered by your credit union that best meet each member’s needs. You can define keywords and bundle multiple products together. And the decision engine within XP2 can be used to offer preliminary status for qualification based on your criteria.

Credit union-defined action buttons not only track each member’s response, but also let you initiate other workflows such as product origination or forms generation. And XP2 offers a variety of standard reports for tracking sales for employee incentive programs, determining campaign success rates or whatever measurements and analysis suit your business objectives.

Simplify Processes for Your Staff

XP2 features a variety of built-in tools to save your staff’s valuable time. For example, a credit union-defined checklist walks member service representatives through the steps to create a new membership; open and fund new accounts; perform identification and background checks; request and review a credit report; and initiate other functions such as home banking enrollment or check orders.

For credit unions with multiple branches, the Operator/Drawer Separation feature makes it possible for an operator to keep one operator number and password – no matter which branch he or she is working in. Managers or supervisors define which branches and drawers an operator has access to, and they can even set begin and end dates for that access, as well as drawer minimum and maximum limits and balancing requirements.
A System of Record and Engagement Based on Relationships and Interactions

From a single link, operators can access all their balancing, cash management and inventory functions. Operators who have the proper permissions can also access operator, drawer, merchandise and branch reports. The balancing function automatically tracks over and under conditions and can present override conditions.

Tailor XP2 to Fit Your Needs

XP2 has the flexibility to be customized around your business processes. You don’t have to change the way you do business to fit the system. The key to this flexibility is in the customizable workflows that enable you to define how your processes work from start to finish—whether it’s enrolling a new member, opening a new product or originating a loan.

The enhanced decisioning and pricing within the XP2 lending functionality provides greater flexibility in offering products at competitive pricing and automation of the decision process. And XP2 allows credit unions to create their own custom data fields that become part of the DB2 database instantly for reporting and tracking any desired information.

Boost Your Commercial Lending Power

ComCore for XP2 delivers powerful business services in real time. With ComCore, you can manage business accounts through the XP2 system with business-centric views, flexible options and extensive analysis capabilities. ComCore pages display the key information your staff needs to make informed decisions about business accounts. You can automate processing of higher volumes of deposited items through automated check holds and float assignments, teller capture, and the production of electronic cash letters through third-party vendors.

ComCore provides powerful account analysis capabilities, enabling you to create your own analysis program. The balance management feature automates the processing of multitiered transfers and provides the ability to maintain balance thresholds. ComCore delivers the expanded payment options necessary to book and service commercial loans, with the capability to manage Small Business Administration loans as well as purchased or sold participation loans within the XP2 platform.

Extensive reporting capabilities are available through the online superquery tool and via an ad hoc reporting tool using either a Report Writer DB2 file or a special feature in the powerful data warehouse solution, Data Explorer™ for XP2. ComCore also produces analysis statements designed for business owners.
Contact Management and Member Loyalty
XP2 helps credit unions find new opportunities to create business intelligence from member data, identify trends in member behavior and set loyalty levels and reward benefits.

Product Configurator and Product Selector
XP2 puts the control of product offerings in your hands, enabling credit unions to personalize products to meet member needs.

Customized Workflows
Define how your processes work from start to finish, whether it's enrolling a new member, opening a new product or originating a loan.

Lending for XP2
The enhanced decisioning and pricing of Lending for XP2 provides greater flexibility in offering products at competitive pricing, as well as improved automation of the decision process.

Customized Data Fields
XP2 allows credit unions to create their own custom data fields that become part of the DB2 database instantly for reporting and tracking any desired information.

Role-Based Security
The role-based security in XP2 gives the credit union the ability to define unlimited user roles and access to applications and features down to the field level.

Commercial Account Support
ComCore provides business services within XP2 and supports both business deposit accounts as well as business loans.
Whether you choose XP2 in-house or ASP delivery, you get the same robust collection of tools to address the changing needs of your members.

**Development Flexibility**

With APEX™ for XP2, credit unions can embed custom applications and create custom XP2 screens. Since APEX is the same technology used to develop XP2, it provides necessary security and compatibility features for seamless customization.

**Individual-Centric Design**

While other account processing systems are programmed to view a member as a series of accounts and loans, XP2 is built around each individual's unique relationship with the credit union. The individual in XP2 comes first, with a single-screen view of an individual's relationships with the credit union.

**Targeted Marketing**

XP2 provides built-in sales presentment and tracking tools that provide the ability to create both nonmembers and potential members in the database and track and market to those individuals.

**Unmatched Scalability and Integration**

The Microsoft .NET framework provides the XP2 system with open access capabilities that enable credit unions to easily integrate with innovative best-of-suite products from Fiserv and other providers. The DB2 relational database offers security, scalability and cost efficiency, ease of reporting, and an individual-centric architecture.
Collaborative Development, Best-in-Class Design

XP2 delivers premium business value and user productivity. This advanced information management solution gives credit unions the tools and technology they need to efficiently and affordably manage transactions. With XP2, credit unions have the power and flexibility they need today – and the open access to information they need to build for tomorrow.

Key Benefits

- **Intuitive** – Web-based technology provides for ease-of-use, ease-of-training and ease-of-administration
- **Flexible** – Customizable workflows, decision and pricing tools, product configuration and credit union-defined roles, and user access to the field level give control to the credit union
- **Responsive** – Fiserv involves our clients in the design and development of XP2, and we deliver solutions around the way a credit union really works
- **Versatile** – Allows credit union leaders to run their business the way they want – not as the software dictates
- **Comprehensive** – XP2 has built-in components that other account processing systems offer as add-ons, if they offer the component at all
- **Modern** – Next-generation technology to meet credit unions’ needs not only today but well into the future

Connect With Us

For more information about XP2, 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.