

Advisory Services for Financial Institutions

System Reviews Prepare a Multi-Billion-Dollar Bank for Accelerated Growth

With a merger that would grow its assets by 30 percent on the horizon, an in-house, east coast financial institution turned to Fiserv for system reviews, process reviews and project services. Advisory Services for financial institutions from Fiserv helped ensure a smooth acquisition, created much needed efficiencies and prepared the financial institution for future growth.



Transaction volume, scalability, efficiency and the customer experience were key focus areas for this large, in-house financial institution on the verge of adding two more institutions – one already on the same bank platform and one using a different platform. The financial institution engaged Fiserv for multiple system reviews and specification reviews prior to the conversion.

Through a team of consultants and system analysts, Fiserv identified those applications that had the potential to be most impacted by the anticipated increases in volume. Fiserv then evaluated each application's current state and made recommendations to optimize performance where the increased volume would have the most effect on process, efficiency, staff and customers.

Fiserv Solutions Reviewed and Optimized:

Premier® bank platform
Teller for Premier
Collections for Premier
Business Process Manager for Premier
Prime™ for Premier and Business Analytics
Director®

Business Online™

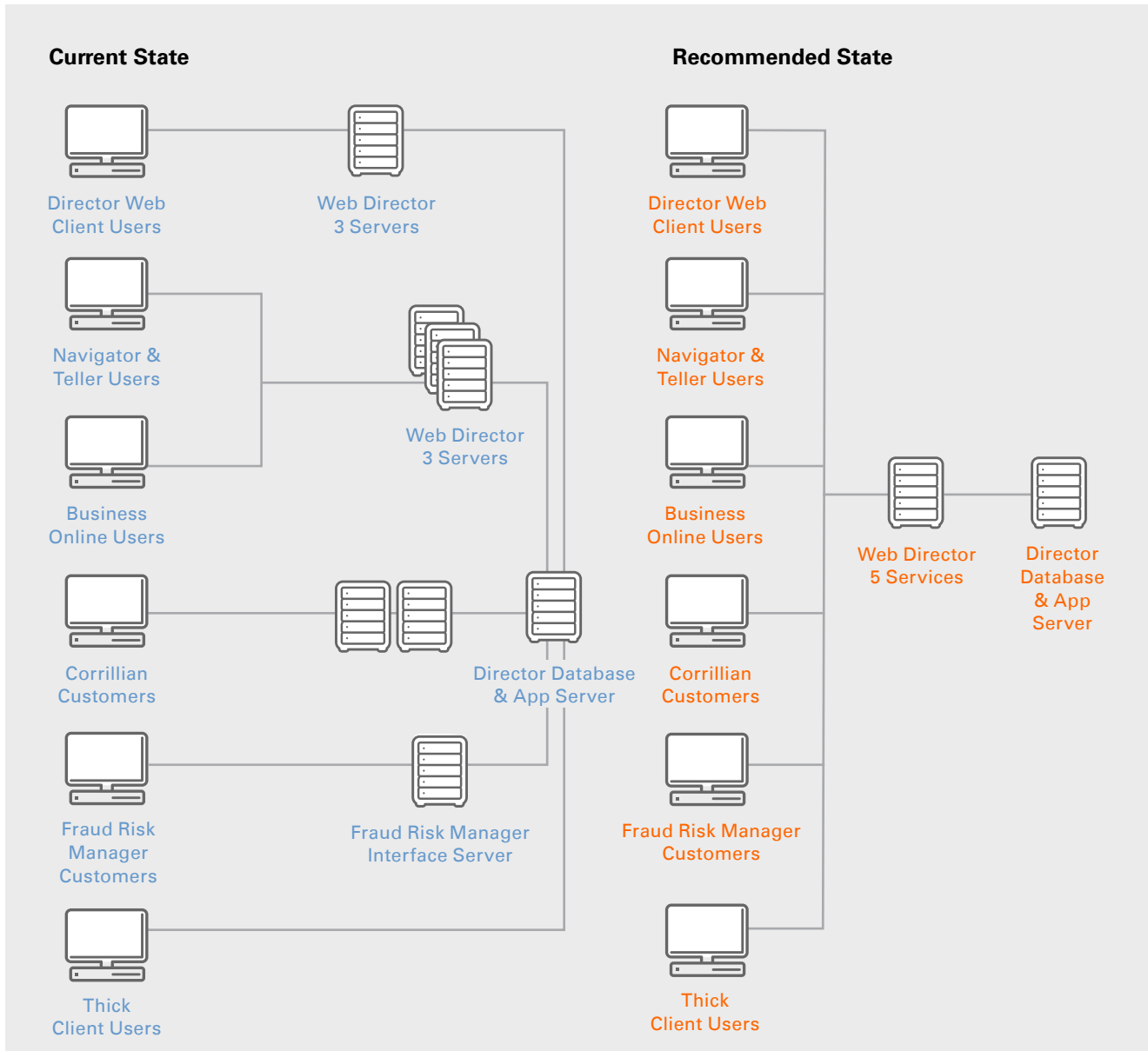
Source Capture Solutions® and Transaction Content Manager

Transaction Authorization for Premier

Addressing Efficiencies

In addition to helping the bank prepare for additional transaction volume, Fiserv also reviewed many of the organization's processes. Fiserv identified ways to streamline and automate transactions to handle additional requests without adding personnel.

Fiserv made recommendations for tweaking the specifications of some solutions to increase their efficiency and make them easier for employees to use. Fiserv also recommended adding Director modules to expedite day-to-day operations and automate several workflow processes. These changes would ultimately save the financial institution time and expense. Fiserv worked with the financial institution to implement best practices and train employees on system capabilities, enhancements and process changes.



This is a sample Fiserv recommendation for creating more efficiency through Director.

A Proven and Shared Methodology

Fiserv followed specific engagement methodologies to uncover and address all necessary areas for adjustment and improvement.

- Define – Pre-work
- Measure – Initial discovery and baseline
- Analyze – Internal collaboration, review and scope of work development

- Improve – Recommend adjustments and improvements
- Control – Reassessment

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit fiserv.com to learn more.

Detailed reports outlined the findings and listed recommendations. Fiserv and the financial institution worked together to develop and agree upon the implementation of the end state.

The team at the bank says that going through this exercise created a huge mind shift. The financial institution had grown so fast that several important areas of the organization had been overlooked and were stuck in the past. Fiserv helped the financial institution transition its technology, processes and employees to operate like a much larger institution with plans for expansion.

Connect With Us

For more information about Advisory Services for financial institutions, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

Challenge

A multi-billion-dollar financial institution was acquiring two more institutions, which would raise assets by 30 percent and significantly increase transaction and account volumes, placing added stress on technology and employees.

Solution

Fiserv reviewed and optimized various solutions to accommodate the influx of accounts and transactions. Fiserv also helped to manage the acquisition and conversion of two institutions – ensuring a smooth merger.

Proof Points

- Reviewed solutions for technology and operational efficiency
- Identified and enhanced areas affected by impending volume increases
- Increased process efficiencies
- Helped train employees on technology and process changes
- Guided the financial institution to begin operating like a larger institution



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