**Module**

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## Application Development: Modernization Assessment
Optimize Your Application Landscape Through a Holistic, Independent Assessment

Application Development: Modernization Assessment from Fiserv helps you decide whether a strategic, tactical or hybrid modernization is best suited for your organization, then optimizes your application portfolio to ensure alignment with your business strategy.

To remain competitive, your organization must ensure legacy information systems – which often form the backbone of the information technology infrastructure – are working efficiently and in tandem with newer technologies.

### A Holistic, Enterprise Review

Successful modernization requires strategic planning and execution from a holistic, enterprise perspective to prevent unexpected results.
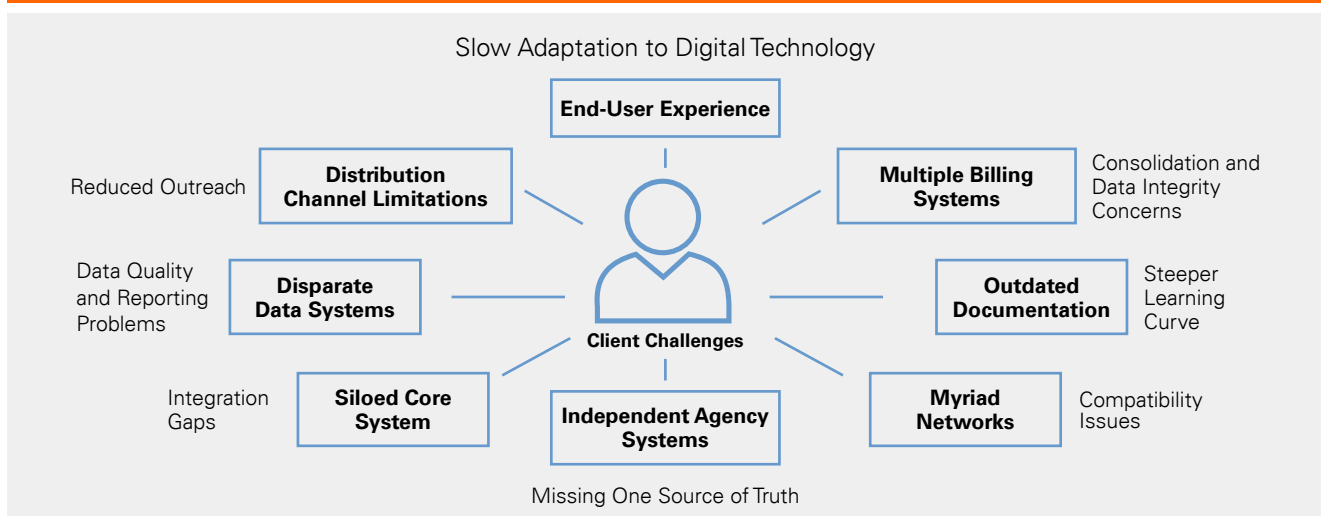
Modernization Assessment provides a comprehensive system and process evaluation to identify areas of inefficiency and recommend modernization solutions appropriate for the entire ecosystem.

Our modernization specialists assess applications, integration touchpoints, business flows and system dependencies with a focus on infrastructure, data, user interfaces, end-user experiences, business intelligence analytics and documentation. As a result, Modernization Assessment promotes time and cost savings, reduces risks and maximizes business performance.

### Engagement Model

A typical modernization engagement is completed in three to six weeks. Our business and technical consultants will meet with relevant stakeholders to evaluate your existing technology and processes, assess customer data quality, and identify pain points. Our evaluation considers both short-term and long-term business objectives to deliver strategic and tactical insights that will help drive growth, improve efficiency and enhance risk and compliance management.

### Lack of Modernization Creates Numerous Challenges



Slow Adaptation to Digital Technology

End-User Experience

Reduced Outreach — Distribution Channel Limitations

Multiple Billing Systems — Consolidation and Data Integrity Concerns

Data Quality and Reporting Problems — Disparate Data Systems

Client Challenges

Outdated Documentation — Steeper Learning Curve

Integration Gaps — Siloed Core System

Independent Agency Systems

Myriad Networks — Compatibility Issues

Missing One Source of Truth

**Modernization Assessment Process**

| Approach Steps | Activities |
|---|---|
| Discovery (Off-Site) | • Explain project scope and process<br>• Assign team responsibilities<br>• Create detailed plan and schedule<br>• Prepare questionnaire<br>• Gain a thorough understanding of expectations and key concerns<br>• Schedule interviews with project stakeholders |
| Information Acquisition and Mining (On-Site) | • Understand the existing landscape<br>• Validate gathered data with stakeholders<br>• Document existing bottlenecks and areas for improvement<br>• Understand external and internal interfaces |
| Analysis, Recommendations and Report Submission | • Discuss Fiserv findings and recommendations<br>• Create deliverables:<br>  1. Impact analysis (business, technology and processes)<br>  2. Suggested execution road map<br>  3. Identification of backlog items<br>  4. Consolidated recommendations and report review |

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At the end of the assessment, Fiserv will provide recommendations for a scalable and sustainable solution that includes user experience and user interface improvements, resolution of interconnected core system gaps with peripheral systems, elimination of product backlogs and a clear ecosystem road map. Key outcomes of the engagement include:

- Identification of gaps and inefficiencies in application ecosystem

- Integration of disparate systems, leading to product/process efficiency gains

- Adoption of latest digitization techniques and introduction of modern payment methods

- Creation of a single source of source of truth in terms of data quality and availability

**Key Benefits**

- Independent and unbiased system evaluation

- Structured, defined framework to pinpoint areas of inefficiency and backlog

- Improved return on investment

- Sustainable growth through improved efficiency

- Future-ready technology infrastructure

- Enhanced user and customer experiences

- Seamless transaction life cycles for customers

- Increased competitive advantage

**Connect With Us**

For more information about Application Development: Modernization Assessment, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

**fiserv.**

**Fiserv, Inc.**
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com