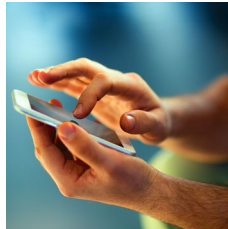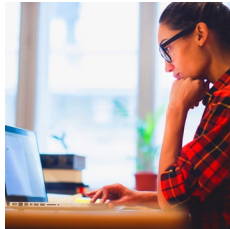**Service**

fiserv.

Application Development and Systems Integration
For Delivering a Robust, Scalable and Extensible Ecosystem

Application Development and Systems Integration from Fiserv features a full range of application services, including legacy modernization, custom development, DevOps and system integration services with a clear focus on new product incubation, scalability, extensibility and reliability.

Rapidly changing consumer needs leading to accelerated business cycle

As more and more businesses are adopting consumer-oriented technologies such as social media, smartphones and business-to-consumer Internet services, the need for faster and more responsive software delivery to business innovation and customer engagement has grown exponentially.

Are you struggling to manage your applications, environments and speedy delivery of releases, and you want to:

- Build and maintain a production-equivalent staging platform

- Maintain development and test environments to better match production

- Simultaneously deploy across different platforms

- Automatically build environments and orchestrate end-to-end process

Top Drivers for Renewal of Application Landscape in Financial Services

- Changing customer demographics and corresponding change in requirements

- Need for differentiation in ever-increasing competition

- Decrease in market share

- Risk of aged technology and applications (including workforce aspects)

- Time to market/time to money

- Forward-looking technology and architecture

- Reduction in total cost of ownership

Source: Forrester Research

With Application Development and Systems Integration, Fiserv can reduce the time it takes for business ideas to become production applications or functions. Fiserv aims for:

- Increased responsiveness to business needs

- Agile software development

- Improved quality of software deployments

- More frequent software releases

- Direct engagement with stakeholders to provide project progress

Complete Spectrum of Services in Application Development and Systems Integration

Partner with Fiserv to build your enterprise or mobile applications, or transform the legacy technologies. Our services include:

- Customization and enhancements for Fiserv/non-Fiserv products and satellite applications

- Development of new functionality/features

- Application porting and migration

- Integration of Fiserv and third-party products

- Systems consolidation and re-engineering

- Software retrofits

- Application globalization and localization

- Workflow automation

- User experience, user interface and application prototyping

- Partnering in new product conceptualization and development

- Legacy application support and maintenance

- Incorporate regulatory/legal compliance requirements
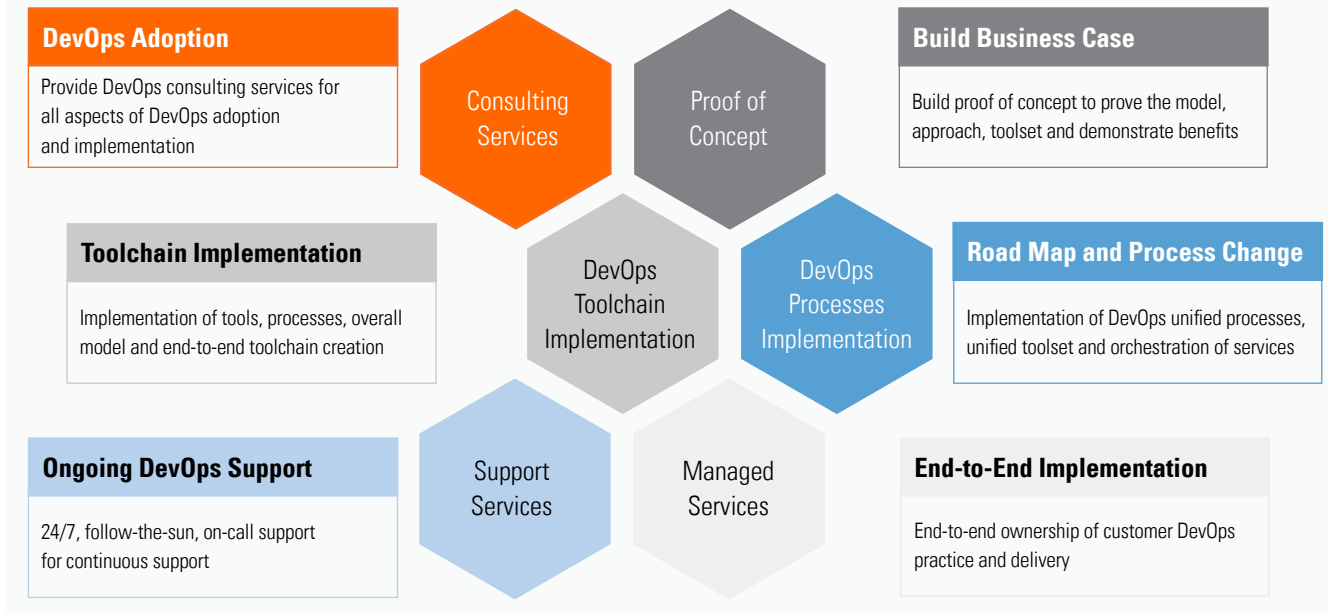
- Launch new delivery channels

With well-defined software development processes and industry standard tools and best practices, Fiserv is able to deliver world-class software solutions within a defined time and budget. Our systematic approach to continually improve our application development skills has resulted in rich knowledge and best practices that ultimately benefit our customers.

All engagements provide comprehensive, transparent, metrics-based dashboard and reports that include:

- Project progress reports

- Team productivity reports

- Product quality checks

- Process maturity models

- Organization responsiveness measurements

With more than three decades of product development and management of complex IT applications, Fiserv has complete expertise of successfully transitioning software applications from development to operations. With our comprehensive service suite, we offer value-driven solutions designed to maximize business productivity and reduce total cost of ownership. The key objective is to transform into an environment that uses processes and culture along with technology and tools.

DevOps Services–The Building Blocks

DevOps Adoption

Provide DevOps consulting services for all aspects of DevOps adoption and implementation

Consulting Services

Proof of Concept

Build Business Case

Build proof of concept to prove the model, approach, toolset and demonstrate benefits

Toolchain Implementation

Implementation of tools, processes, overall model and end-to-end toolchain creation

DevOps Toolchain Implementation

DevOps Processes Implementation

Road Map and Process Change

Implementation of DevOps unified processes, unified toolset and orchestration of services

Ongoing DevOps Support

24/7, follow-the-sun, on-call support for continuous support

Support Services

Managed Services

End-to-End Implementation

End-to-end ownership of customer DevOps practice and delivery

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Assessment, Strategy and Consulting
- Proof of concept to validate critical business needs
- IT strategy and road map
- Technology evaluation and recommendations
- Application portfolio optimization
- Capacity planning and performance

Infrastructure automation and cloud services
- Infrastructure automation and management
- Setting up of monitoring and log analysis tools

Development and Implementation Services
- Code configuration and management
- Deployment automation and orchestration
- Configuration management services

Application architecture
- Refactoring application using microservices architecture, Docker based deployment and configuration management using Chef, Puppet, etc.
- Architecture consulting

Technical Excellence Enabled by Fiserv Global Delivery Centers

Fiserv offers domain and product expertise with the scalability, cost and quality benefits of a global delivery model. Four global delivery centers, 4,000+ professionals and years of product development experience add up to IT services that create real value and results for our customers.

Delivery capabilities in the United States, Costa Rica and India enable us to offer a seamless global team with "best shore" delivery options. Choose the optimal mix of onshore, near-shore and offshore resources to provide uninterrupted support as per your unique business requirements."

Fiserv is driving innovation at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

Key Benefits

- Deep Domain Expertise – Fiserv is focused on financial technologies. Our professionals are certified by the American Bankers Association, Mortgage Bankers Association and other leading organizations, and have certifications in a wide range of technologies. Fiserv is accustomed to working in highly regulated environment

- Unsurpassed Product Knowledge – Fiserv professionals have extensive experience developing, testing and supporting our award-winning products

- Scalability – Fiserv global delivery centers provide you with the flexibility to quickly scale teams up or down to meet changing business requirements

- 24/7 Support – Our onshore, nearshore and offshore locations enable us to provide round-the-clock support

- Structured Governance and Transition Methodology – The value you expect is the value we deliver, thanks to our best-in- class engagement frameworks, metrics- based reporting, well-defined processes and systematic transition methodology

- Security – ISO 27001, PCI DSS, SSAE 16 and ISO 9001: 2008 certified delivery centers

Connect With Us

For more information about Application Development and Systems Integration, 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

801-16-32161-COL 12/16