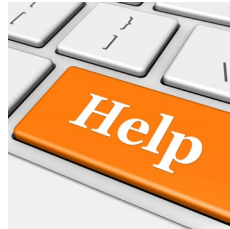


Application Management

End-to-End Application Management for Fiserv and Non-Fiserv Products



Application Management from Fiserv provides end-to-end application support for your in-house installations of Fiserv or any third-party products. Fiserv combines product knowledge and domain expertise with tailored global engagement models to deliver high-quality services as a seamless extension of your operations.

Increase Productivity and Reduce Costs With Application Management Services

With constantly changing regulatory and technology landscape, application maintenance and support has become a major challenge. Organizations either end up devoting their best IT talent to application maintenance and support activities or incur recurring year-over-year expenses for application maintenance.

Fiserv helps to free up your IT and management resources if you have Fiserv products or any third-party products installed on-premises. With Application Management, you can realize improved service levels, greater efficiencies and clear cost advantages with year-over-year savings.

Application Management is offered through a systematic planning and execution framework supported by industry standard software support methodologies.

Application Management includes:

- Help desk support—Level 1 support
- Application monitoring—24/7 production support
- Application support—Level 2/3 support
- Application maintenance
- Upgrade and release management
- Configuration management
- Change management
- Incident and problem management
- Service level management
- Transformation and modernization

Stop fighting fires so you can focus on innovative technologies, business value and strategic initiatives.



Additional Value With Application Management:

- Teams with deep knowledge of Fiserv product architecture and the ability to support your customizations
- Professionals with a high level of banking and financial services industry technology experience
- Systematic engagement and knowledge transfer methodology
- Rigorous team onboarding program, including product training and “books of knowledge” customized for your environment
- Optimized blend of onsite, nearshore and offshore delivery teams

Comprehensive Service Transition and Delivery Methodology

From initial discovery to steady-state operations, Fiserv helps you to achieve your business objectives with minimal disruption to your operations and complete transparency to your customers. Our goal is to transform and enhance your business processes—not just at the outset but through on-going process improvements.

We utilize well-defined software development and support processes and industry-standard tools to deliver world-class support. Our systematic approach and structured processes have resulted in a rich knowledge and best practices repository that ultimately benefits our customers.

Fiserv uses performance metrics, feedback mechanisms and dashboard reporting for quality assurance and project governance.

Client Results

A large Midwest financial institution, known for its innovative use of information technologies in lending services, was suffering due to the limited product knowledge and high turnover it experienced with a third-party service provider.

Fiserv business and technology teams worked with the client to design a customized managed application services model. The solution included an integrated onsite-offshore team with deep understanding of the lending domain, knowledge of our lending applications architecture and ability to support the client’s customizations; customized security processes and infrastructure; and service level agreement (SLA)-based engagement management.

Key results include:

- Shortened production cycles, on-time upgrades, improved regulatory compliance and 24/7 application support
- Reduced total cost of ownership through higher productivity and experienced, knowledgeable team
- Expanded services, including support, maintenance and testing of a related bespoke application
- Hassle-free management of customized, installed Fiserv applications.

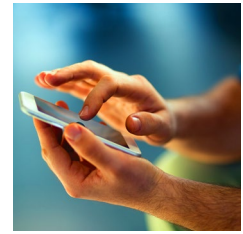
Choose an IT Services Partner That Knows Your Business

Financial industry leaders worldwide trust Fiserv to help them solve complex business challenges with award-winning products. Our unequaled domain expertise, coupled with our deep experience with financial technologies, make us the ideal partner to support your installed applications.

Enabled by Fiserv Global Delivery Centers

Our global delivery centers, 3,500+ professionals and years of product development and testing experience add up to IT services that create real value and results.

Delivery capabilities in the United States, Costa Rica and India enable us to offer a seamless global team with “best shore” delivery options. You choose the optimal mix of onshore, nearshore and offshore resources to provide same time zone and overnight support.





Fiserv solutions help clients deliver financial services 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 a well-established name in banking and financial domain. Our professionals are certified by American Bankers Association, Mortgage Bankers Association and other leading industry organizations, and have certifications in a wide range of technologies used in the financial industry
- **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 around-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



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