

## Solutions



### Business Technology Services We've Got IT Covered







## Solutions

Change is the only constant in the new global economy. Emerging technologies, fluid market dynamics, sweeping regulatory changes—your success depends on the speed with which your business can adapt. Business Technology Services from Fiserv can help you increase your agility, control operational spending and invest in technology innovation. Let Fiserv help you navigate this new era with information technology (IT) services that create real value and results.



### Why Choose Fiserv as Your IT Services Partner?

The way you manage your IT systems is changing—and so are your expectations of service providers. A Tower Group report notes that a global footprint is simply a “must-have” and cites domain expertise and product knowledge as the top two needs from industry service providers. In short, the question isn’t whether to utilize a global delivery model; it’s whether your services provider can deliver results.

As a leader in financial services technology, Fiserv is uniquely positioned to address your critical challenges and deliver real results. Our 21,000+ professionals focus on financial and payments technology. We know our products better than any services provider, and offer end-to-end services from product implementation to ongoing support. With our delivery centers in the U.S., Costa Rica and India, you can access thousands of highly knowledgeable associates with domain experience, and benefit from the 24/7 availability and cost benefits of an integrated global delivery model.

The increased complexity of IT systems means that maintenance cost and systems integration are major challenges. Whether you are seeking a complete application management solution or specific services to augment your staff, Fiserv will work with you to design a customized approach to meet your business needs. Partner with Fiserv to leverage the real benefits of outsourcing, so that you can focus on your core business.

### A Full Spectrum of IT Services

#### Application Management

Management of Fiserv and surrounding applications including upgrade management, maintenance and production support

#### Testing Services

Functional, integration and performance testing, security vulnerability and penetration testing

#### Application Development and Systems Integration

Custom application development, conversion, migration and integration of Fiserv, third-party and in-house systems

#### Analytics Services

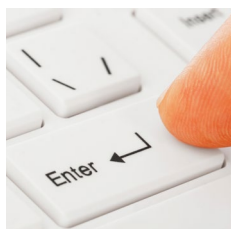
Branch performance and benchmarking, 360-degree customer view portfolio, channel analysis and segmented view of customers

#### Data Management

Data warehousing, exact-transform-load (ETL), business intelligence application implementation, data modeling and reports development



# Increase Efficiency and Reduce the Costs of Managing Your Core Business Systems



With Business Technology Services, Fiserv helps you manage, customize, integrate, test and support your key systems.

## **Increase Productivity and Reduce Costs With Application Management**

If you have Corillian®, LoanServ™, UniFi® Pro Mortgage, EnAct™, TradeFlow™, Frontier™ Reconciliation, Nautilus®, Signature®, PEP+® or other Fiserv products installed in-house, Application Management from Fiserv can help. Realize greater efficiencies and service levels by outsourcing complete application management to Fiserv. Our experienced, knowledgeable teams and tailored engagement models deliver high-quality service and productivity that can reduce your total cost of ownership.

Our comprehensive services include:

- Production support
- Application maintenance
- Upgrade and release management
- Configuration management
- Change management
- Incident and problem management
- Service-level management

Clients who use Application Management realize shortened production cycles, on-time upgrades, reduced downtime and volatility, and improved ability to respond to changing business requirements. The end result is hassle-free application management and support.

## **Improve Software Implementation Quality with Testing Services**

Whether you need to update a customized application, add new features or integrate with other systems, Testing Services from Fiserv can ensure a smooth and cost-effective implementation. Fiserv offers functional, integration and performance testing; security and penetration testing; middleware testing and test automation.

With our Testing Center of Excellence, Fiserv focuses on building testing excellence. Our professionals deploy well-defined testing processes and methodologies based on CMMI, TMM, ISO, RUP and Agile. Benefit from:

- Testing professionals in global delivery centers
- Enhanced productivity through innovative tools and reusable test automation frameworks
- Specialized performance and security testing labs
- Frameworks for developing quality assurance maturity assessments, test strategies and road maps

Count on our unparalleled experience with testing Fiserv and other industry products to reduce your time to market for implementations and upgrades.



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"Fiserv's Managed Services team is knowledgeable, committed and extremely effective at working with our internal IT team. They are truly a partner in providing managed resources for the LoanServ™ product."

**Steve Langguth**  
Vice President,  
Application Manager  
Fifth Third Bank  
.....

### **Leverage Our Financial Technology Skills for Application Development and Systems Integration**

From legacy support to emerging technologies, our deep experience gives us the edge in development and systems integration projects. Application Development and Systems Integration from Fiserv includes:

- Customization and enhancements for Fiserv products and peripheral applications
- Development of new enterprise, user experience (UX), Web and mobile application functionality
- Application conversions and migrations
- Integration of Fiserv and third-party products
- User experience, user interface and application prototyping
- Legacy application support and maintenance

In addition to being able to take advantage of our wide range of technology skills, you benefit from our mature implementation program, from current state evaluation to post-implementation support. We have the expertise to address complex systems integration issues, and subject matter experts who guide and monitor the entire process.

### **Leverage Our Analytics Services to Optimize Cost and Profit**

Transform your financial application data to improve decision-making, financial management, regulatory compliance and customer service. Analytics Services from Fiserv offers world-class, competitively priced solutions.

Analytics Services includes:

- Risk analytics, marketing analytics, data engineering and mining

Our statistical modelers and analysts have deep experience in banking, payments, lending, investment, risk and compliance. Nobody knows the data that our products produce and consume better than we do. Let us help put your data to work for you.

### **Leverage Our Data Management Services to Organize Disintegrated Data Into a Single Source**

- Business intelligence development and testing, static and online analytical processing reporting, dashboards and scorecard applications
- Extract, transform, load (ETL) tool evaluation, development and testing, data/product migration strategy, data consolidation, and data quality improvement
- Data warehouse and business intelligence solutions, tool evaluation, environment assessment and data governance strategy
- Data Management Services from Fiserv helps transform data into critical business insights. With capabilities in leading ETL and business intelligence tools, Fiserv helps extract, cleanse and transform data to a single source, then analyze it.



### **Achieve Operational Efficiencies**

Fiserv combines deep domain expertise in banking, payments, lending, wealth and treasury management with many years of financial process and IT services experience. The result: high-quality integrated IT solutions delivered as a seamless extension of your business.

### **Enabled by Global Delivery Centers**

Fiserv offers domain and product expertise with the scalability, cost and process quality benefits of a global delivery model. Our four global delivery centers, 4,000+ 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. Choose the optimal mix of onshore, nearshore and offshore resources to provide uninterrupted support.

### **Connect With Us**

For more information about Business Technology Services, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com](http://www.fiserv.com).

### **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 around-the-clock support
- **Cost Effective**—Delivery centers in the U.S., Costa Rica and India provide access to well-qualified and cost-effective workforces
- **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



## About Fiserv

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 [www.fiserv.com](http://www.fiserv.com) and [www.fiserv.com/speed](http://www.fiserv.com/speed) to learn more.



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