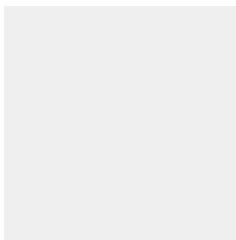
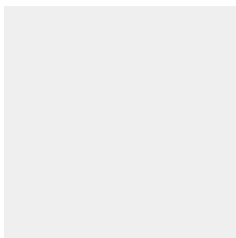
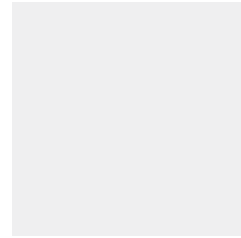
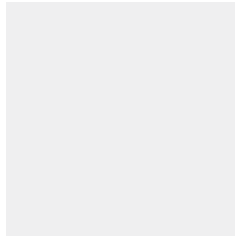
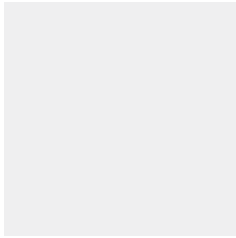


Product



Director

Transform Your Business Processes with a Sophisticated Enterprise Content Management Solution



Product

Your success depends on efficiently using and managing information across your organization. An enterprise content management (ECM) solution can give you the right tools for the job. Director from Fiserv is an ECM suite that combines document imaging and tracking, email and records along with workflow coordination to bring greater productivity to your financial institution.



Director integrates with your account processing solution so that each product within works independently or with others to deliver functionality to address your specific needs.

Comprehensive Capture

With Director, your business can scan, import, use and distribute documents and data from a variety of sources, including legacy reports and check images, paper documents, photos, ID cards, applications, email and the web.

Flexible Access and Distribution

Director makes information easy to store, organize, protect and share, providing immediate access as soon as documents and data are captured by the system. Sharing this data can expedite many bank functions, including loan processing, exception handling, credit applications and more.

Optimized Workflow

More than a simple document repository, Director also automates complex processes and eliminates manual tasks, creating a paperless environment that takes your business processes to a higher level of efficiency.

Competitive Advantage

Director simplifies tasks for your staff, and benefits your customers. Secure access to account information and rapid delivery of products and services through ECM will enhance your organization's reputation for superior customer service and provide a competitive edge.

In this brochure, descriptions of more than 30 Director products are organized into four function-related categories:

- Document Management
- Business Process Automation
- Compliance Tools
- Executive Reporting

The suite is enhanced by an array of support and consulting services. In each category, Director products provide flexible solutions that can help you manage content and operate more effectively.

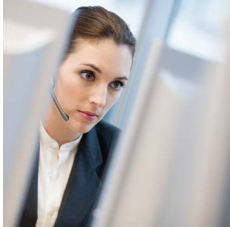
Document Management

Director puts the latest information at your fingertips. With its proven ability to manage virtually any piece of information or document-based work process, Director is essential for any organization looking to become more efficient and to seize emerging business opportunities. Director includes the following document management products.

Director Report Archive

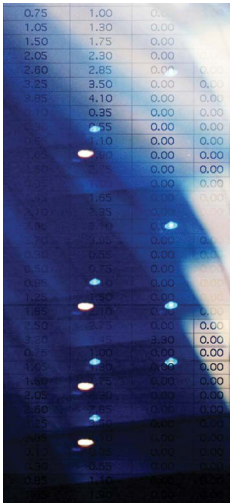
Director Report Archive is our COLD (Computer Output to Laser Disk) application, which manages the electronic storage of reports, statements, notices and other essential documents with maximum flexibility and control. Automatic indexing and processing, simplified text searches and fast, reliable retrieval make this tool a key part of an efficient, integrated content management system.

A Program to Call Your Own



Director Check Imaging

In order to archive items captured by Source Capture Solutions® from Fiserv or other remote deposit capture applications, Director Check Imaging saves check image files and indexes them based on information from posted transactions. This matching process ensures consistent information at all document touchpoints (including “Day Two” image updates), as well as the accuracy of your image database, and it facilitates the virtual elimination of crippled statements. The check image archive is updated daily with decision information on exceptions, such as “stop pay” and “no account on file.”



Director Remote Document Imaging is a full-featured, standalone scanning application that enables users to scan documents without being connected to a Director server.

Director Unity Client

Director Unity Client provides users with an easily navigable and refreshed interface, allowing them to perform primary job tasks with little to no training. The new interface includes customizable features such as a configurable home page, personal page and favorites menu, which lets users personalize their view in order to quickly access the forms and functions they use most often.

Task panes display dynamically and close when not needed, and intuitive ribbon-style toolbars provide quick access to commonly used functions. The interface includes an integrated audio and video viewer, which provides list grouping, sorting and filtering, as well as import preview and batch scanning capabilities. Unity Client also enables individual users to personalize their interface in order to quickly access the forms and functions they use most often.

Director Web Access

Working with Microsoft® Internet Explorer®, Director Web Access provides cost-effective, network-wide access to documents electronically archived in Director, including checks, statements and reports. The browser-based convenience of Director Web Access helps improve customer service, boosts productivity, and gives your staff more time to build business.

Director Document Imaging

Handling paper can be one of the most time-consuming and cumbersome aspects of doing business. Used with a qualified scanner, Director Document Imaging systematically captures and stores paper documents in standard electronic formats. Converting paper documents to digital images reduces physical storage costs, enables documents to be securely utilized and shared, and results in faster retrieval of information.

Director Remote Document Imaging

Director Remote Document Imaging is a full-featured, standalone scanning application that enables users to scan documents without being connected to a Director server. Printed documents are scanned and converted to digital images using any of a variety of qualified scanners. Additionally, existing digital images can be imported directly from an electronic storage medium, such as a hard drive or CD, through a process known as “scanning from disk.” Scanned documents can later be uploaded to the Director database to be accessed from Director client workstations. These uploads can be scheduled for off-peak hours to lighten the burden on your IT resources.

Director Advanced Capture

Director Advanced Capture puts the power of Optical Character Recognition (OCR) to work in organizing your electronic documents. Convenient template forms, combined with an accurate and reliable OCR engine, provide the means to automatically classify and index your scanned images. Advanced Capture can eliminate the usual indexing bottleneck associated with document scanning, because OCR-based classification and indexing are much faster and more reliable than manual data entry.

Director Batch OCR

Director Batch OCR recognizes and translates printed alphanumeric characters on a scanned document image, converting it into a machine-readable text document for efficient searching and indexing. Creating text renditions of your image documents makes it possible to use text searches to find a particular document and to find specific content within a document. Documents commonly processed this way include business correspondence, legal memoranda, contracts, and loan documents.

Director Virtual Print Driver

This solution eliminates the cost of printing and scanning hard copies of Microsoft® Windows®-based documents. Director Virtual Print Driver appears as a standard printer available within Windows applications. Any printable document, including ones found on the web, can be imported by virtually “printing” into Director. Director Virtual Print Driver creates a read-only document image

and then stores it securely in Director as a multipage TIFF image.

Director Document Import

Designed for the archiving of documents and images generated by third-party applications, Director Document Import enables your organization to transfer large numbers of files and their related indexes into Director. This solution lends itself especially well to performing large back-file conversions from legacy systems.

Business Process Automation

Managing business processes more effectively can help your organization increase both its productivity and profitability. Using the following tools, your team can complete work more efficiently and accurately than is possible with paper processes.

Director Outlook Integration and Director Mailbox Importer

With Director Outlook Integration, you can use Microsoft® Outlook® to access documents in Director and attach them to emails. You also can easily archive and index emails and attachments into the system.

Director Mailbox Importer automatically stores and indexes emails and attachments in Director. For example, you can use Director Mailbox Importer to identify and archive incoming loan inquiries and then populate Director Workflow to continue the process, all without manual intervention.

With Director Outlook Integration, you can use Microsoft Outlook to access information stored in Director. You're able to view documents and attach them to emails for easy delivery.



Documents once carried manually between departments and branches are delivered electronically in seconds.

Director Office Business Application

Director Office Business Application provides users of Microsoft® Word®, Excel®, and PowerPoint® with single-click menu access for storing, retrieving and editing Director content without requiring them to leave their primary Microsoft® Office® applications. The result is an easy-to-navigate interface that extends the powerful functionality of Director to Microsoft Office. Director Office Business Application is available in versions compatible with multiple releases of Microsoft Office.

Director SharePoint Integration

Just as Director Office Business Application provides access to Director from Microsoft Office, Director SharePoint Integration enables your staff to work using several Director products while remaining in the Microsoft® SharePoint® interface. This solution facilitates better collaboration across your enterprise by making it even easier to share information, manage documents and publish reports.

Director Version Control

Many documents used collaboratively in your organization, such as word processing files, spreadsheets, presentations, forms and images, are created in third-party applications. Director Version Control, saves and coordinates multiple versions of these documents for maximum flexibility in electronic document management.

Director Workflow

This application enables your team to electronically route, track and perform tasks on essential documents in human resources processing, accounts payable, regulatory compliance and other functions. Documents once carried manually between departments and branches are delivered electronically in seconds. Streamlining the transmission of such documents and automating the processes they support accelerates the completion of your critical business tasks. You can also configure timers and email alerts to notify your staff of tasks that need to be performed. You can readily adapt Director Workflow to the needs of your financial institution by designing your own custom workflows. Or, use one of the ready-made workflows that come standard with Director Workflow, such as Accounts Payable.

Director Business Activity Monitoring

Director Business Activity Monitoring enables real-time views of Director Workflow processes, giving you immediate, actionable information about activity, bottlenecks and exceptions. It provides a set of configurable portlets that are easily personalized and accessed through web-based interfaces such as Microsoft SharePoint, revealing opportunities for process efficiency, increased revenue and continuous improvement.

Director DocuSign® eSignature Interface

Director DocuSign eSignature Interface enables users to digitally sign Director documents from anywhere via access to the internet, ensuring their authenticity and integrity. This solution lets you easily manage the signature cycle by packaging documents, securely sending, collecting the completed documents and storing after approval. Obtaining signatures can be further automated when using Director Workflow to electronically facilitate and track the process.

Director Signature Pad Interface

Director Signature Pad Interface integrates with Topaz Signature Pad devices to enable users to sign image documents and electronic forms in real-time within Director. These physical signatures can be used to verify the accuracy of information on a document, signify adherence to a policy and for many other purposes. Signatures are permanently “burned” onto the document, providing an unalterable record of the captured signature.

Director Process Automation

Common tasks that have been performed manually, such as statement generation and check processing, can now be automated for faster throughput and greater accuracy using Director Process Automation. Any process that consists of a series of steps or complex actions can be set up to run automatically and in the correct sequence. In addition, you can configure each step for a variety of possible

operator responses, providing multiple potential channels for each process. The system can be configured to send an email alert to the system administrator if a process is unexpectedly interrupted.

Director Document Distribution

Director Document Distribution delivers secured electronic statements and other communications to selected customers through the web, email, fax, CD and DVD. You can attach a customized email, cover letter or promotional document to the statement and send a copy to another recipient. Customers choose from several delivery options and can enroll them online if you use Director Document Distribution in conjunction with your internet banking solutions. Your financial institution saves paper, postage and labor while providing customers with greater convenience and more choices.

Director Document Designer

Director Document Designer provides tools that extend your financial institution's corporate look and feel to DDA and savings statements, and other notices your customers regularly see and use. You can design these documents to reflect a consistent, branded image and enhance customer service. Logos, marketing messages, borders, fonts and graphs are easily inserted and customized. Transaction history and account details can be formatted to better meet the needs of your organization and customers.



Common tasks that have been performed manually, such as statement generation and check processing, can now be automated for faster throughput and greater accuracy using Director Process Automation.



Director Document Tracking

Director Document Tracking automatically tracks each document associated with a customer's account or service, keeping the account current, and saving your staff time and effort. If a document, such as proof of insurance, is missing or has expired, the solution triggers an alert. A renewal notice for a CD that's due soon is another situation in which Director Document Tracking notifies your staff to take action.

Compliance Tools

Risk management and regulatory compliance touch every part of any financial institution operation, from the teller line to the executive suite. Everyone in your organization shares these responsibilities. Director assists your financial institution in this critical area by providing products that keep your electronic content secure while it facilitates compliance with government regulations.

Director Records Management

As your financial institution grows, so do the information assets you create. Director Records Management supports compliance with regulatory standards for retention and management of electronic documents, and ensures the proper disposal of documents that no longer need to be retained. Check images and reports, for example, can be automatically purged from the Director system after a predefined retention period. The powerful Director foldering interface enables you to organize documents into managed folders and assign a specific

retention plan to each folder. Using this solution, you can track the life cycle of all your records, from document creation to final disposal.

Director Publishing

Director Publishing provides a self-contained, portable version of the Director suite that enables your customers to view and retrieve specific information from their own computers using CD or DVD media. This limited version maintains document integrity and security while supporting the document retrieval, cross-referencing, text search and printing functions within Director.

Director Publishing Encryptor

Director Publishing Encryptor enhances the security of publishing Director information to CD and DVD media. Encryption makes the contents of the disk meaningless without the proper password, preventing sensitive data in both the disk groups and the database file from being viewed by unauthorized users. Third-party publishing solutions that use Rimage® units in conjunction with the Director Automated CD Authoring and Director Automated DVD Authoring applications can also deploy Publishing Encryptor to safeguard automatically generated media.

Director Data Encryption

Director Data Encryption enables the permanent encryption of both alphanumeric keywords and documents that reside within your Director disk groups. This solution can encrypt keywords, such as a customer's

name and tax ID number, at the moment they are stored in the Director database. If someone attempts to access encrypted keywords outside of Director, the data is unreadable. When an authorized user of Director accesses encrypted keywords, temporary decryption occurs and the information can be viewed. For extra security, the Director administrator can mask encrypted keywords so that only designated users can see the last four digits of the ID number.

Director Document Knowledge Transfer

With Director Document Knowledge Transfer, you can rapidly distribute content to employees throughout your organization. This solution helps ensure that written materials critical to job roles, procedures and protocols—such as an updated Code of Conduct—are read and acknowledged by all affected individuals. This capability can also be used effectively to support regulatory compliance strategies.

Director Secure Image Presentment

With identity theft on the rise, it's more important than ever to keep sensitive customer information secure. Director Secure Image Presentment enables financial institutions that license the Director Check Imaging application to mask sensitive areas on check images when they are printed during the statement rendering process. The solution also masks check images when viewed from the Retail Online™ and Business Online™ from Fiserv, giving your customers an extra measure of security.

Executive Reporting

Director supplies powerful information about the content stored in the system and helps you evaluate how effectively your organization utilizes it. Using these reporting applications, your organization will glean critical insights that enable you to make the most of your Director investment.

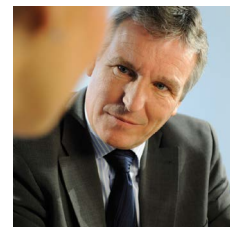
Director Reporter

As your financial institution uses Director more widely, you'll want to be able to measure your organization's effectiveness in using the system to its full potential.

Director Reporter provides valuable statistics about business processes driven by Director, offering a 360-degree view of how information enters, travels through and impacts your business. Workflow and user productivity reports measure performance and help you identify process and resource choke points. Reports on image capture, usage, system configuration and security help you set benchmarks, analyze trends and identify areas that need attention.

Director Report Mining and Excel Integration

Creating reports from multiple sources can be a time-consuming and expensive task, often requiring the help of IT staff. Director Report Mining and Excel Integration enables you to quickly find and pull information from text documents and organize it into a single Excel spreadsheet. These detailed reports help you analyze trends and identify possible sales opportunities, freeing up IT personnel for other, more critical tasks.



Using these reporting applications, your organization will glean critical insights that enable you to make the most of your Director investment.



Director Mobile Apps provide your employees access to Director documents and processes at their convenience, through iPad® and iPhone® mobile devices.

Director Mobile Apps

Your organization can decrease overall processing time and increase productivity by keeping Director at decision makers' fingertips. Director Mobile Apps provide your employees access to Director documents and processes at their convenience, through iPad and iPhone mobile devices. You retain full administrative control over what's accessible and by whom. Traveling executives and managers can make immediate approval and routing decisions without spending precious time accessing a computer or relying on phone calls or email.

Get More From Your Investment With Support and Consulting Services

Fiserv offers professional services and support options to maximize the benefits of your Director software. From installation and staff training, to managing the system day to day, a range of services is available to help.

Technical Services

Whether your organization is installing Director for the first time or expanding your capability with new modules, Fiserv offers a variety of installation services. One popular option is remote installation through the internet, which facilitates efficient and secure software installation.

Advanced Support Solutions Provide Immediate Answers

Reliable and effective software support is as important as the quality of the product itself. That's why Fiserv experts equipped with the latest problem-solving technologies are on the job to assist your operations staff. For convenient, self-service support, our internet-based solution offers unlimited access to thousands of common questions and their answers.

Education Services

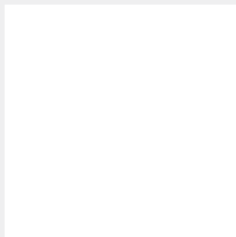
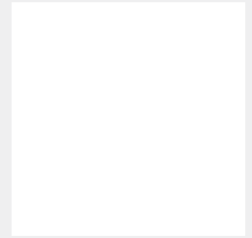
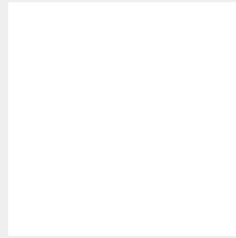
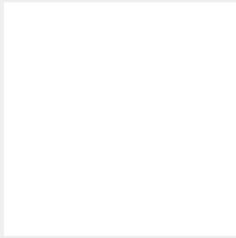
Choose from a variety of teaching methods to train your staff, including classroom instruction and customized training at the location of your choice. We also offer live and recorded online classes.

Professional Services

Working directly with executive-level management at your organization, our project managers can help you develop and deploy strategic plans to meet your technology goals. We'll identify projects that will provide the greatest benefit, organize them into manageable components, and facilitate each phase of implementation, ensuring the most efficient and cost-effective deployment.

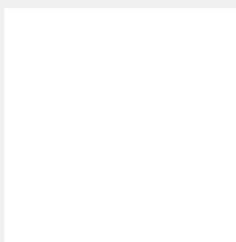
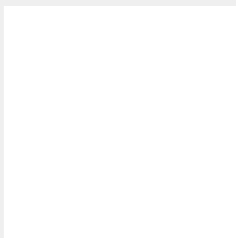
Connect With Us

For more information about Director, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.



About Fiserv

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