

### Professional Services for Billers

#### Application, Infrastructure and Specialized Information Technology Services

Fiserv helps clients differentiate from competitors, manage data advantageously and simplify the management of information technology with Professional Services.



Information technology (IT) services are available from many sources—ranging from small local providers, who may lack the range of capabilities required to support your organization, to large broad-based firms, where your organization may become lost among its many clients or whose resources may be capacity-constrained. These service options can result in difficulty keeping your business applications current and differentiable, problems with maintaining infrastructure at a high-performing, secure state and problems complying with regulations.

Professional Services from Fiserv features a range of IT professional services that complement Fiserv processing and software solutions for our clients, including applications, infrastructure and specialized services. These services reflect the strengths of Fiserv: depth of financial business processes knowledge, leadership in delivering the mobile experience, familiarity with industry regulations, expertise in security and knowledge of a wide range of technologies. Fiserv professionals work at client locations worldwide and at major Fiserv centers in the U.S., India and Costa Rica.

### Application Services

#### Application Development

Application Development from Fiserv features services for custom applications and software for clients. With deep industry knowledge and technological expertise, we help clients develop differentiated functionality and user experiences (UX), ensuring that systems acquired over the years work together in an integrated manner. With a project governance framework, Fiserv provides maximum flexibility while ensuring on-time and on-budget outcomes.

#### Application Management

Many enterprises struggle with managing the numerous business applications required to run their business. With Application Management from Fiserv clients can transfer such responsibilities to Fiserv professionals, which bring both industry and product knowledge and technical depth. Fiserv manages application ecosystems for clients through a mix of experienced on-site and remote team members.

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



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## Infrastructure Services

### Infrastructure Assessments

Infrastructure Assessments from Fiserv provide clients with a comprehensive analysis of the strengths and weaknesses of their IT infrastructure. These assessments cover risks and instabilities, including security exposures, and root causes of network slowness and downtime. The assessments are designed to help clients choose the highest-priority areas to remediate according to their needs. We can also carry out the required engineering work to remediate or expand the IT infrastructure required to support clients' continued growth.

### Infrastructure Management

Infrastructure Management from Fiserv is managed largely from our remote centers, which include technical experts working around the clock every day. Fiserv offers industry knowledge, scale, and technical depth and breadth in infrastructure management.

### Specialized Services

#### Mobile Services

Mobile Services from Fiserv enable critical business functions to work seamlessly on hand-held devices. Applications developed using this service will be optimized to display on mobile devices so that clients and consumers can make quick decisions and complete critical tasks on the move. These services are augmented by a rich asset based framework which connects underlying business systems to extract and update data in real-time.

#### Testing Services

With Testing Services, Fiserv helps clients mitigate risk in application development, regression testing products prior to upgrades, and implementing thorough integration testing. To help clients deliver

business-ready applications free of defects, our independent validation and verification teams use the latest technologies and robust testing tools to enhance product quality and reduce time to market.

With a dedicated team of certified testing professionals, Fiserv has broad expertise in managing integrated testing across various internal and third-party products, and well-defined processes and methodologies based in CMMI (Capability Maturity Model Integration), TMM (Testing Maturity Model), ISO (International Organization for Standardization), RUP (Rational Unified Process) and Agile. This level of support promotes enhanced productivity and specialized performance and ensures best-in-class quality and security.

### Data Management

Data management capabilities are required for many business processes, including converting to new systems, creating managerial or regulatory reports, and enhancing the enterprise's decision-making capacity. Data Management from Fiserv features a team of reliable experts well-versed in ETL (Extract, Transform, Load) and other skills required for projects and operations involving large volumes of information.

### Analytics Services

Using mathematical modeling, Analytics Services from Fiserv helps clients better understand the dynamics of their market and organization. Services include optimizing pricing, reducing customer churn, forecasting revenue and managing new channel adoption.

### Connect With Us

For more information about Professional Services for Billers, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [Fiserv.com/billers](http://Fiserv.com/billers).