

## Workspace Communications

### Cloud-Based Business Collaboration for Financial Institutions



Communication is about more than simply being able to call or send a message. It's about being able to connect in a way that strengthens relationships and increases workforce productivity.

Business communication needs to be agile, mobile and collaborative. It must leverage ubiquitous mobile devices and innovations in infrastructure technology to create a seamless, integrated experience for voice, video, messaging and content sharing. Through a partnership with Cisco, Workspace Communications from Fiserv makes instant communications and live meetings possible through a deeply integrated set of industry-leading communications tools for an unmatched collaboration experience.

Workspace Communications helps financial institutions transform the branch experience, empowering internal teams to interact and collaborate on any device, from any location. Financial institution employees who spend time between locations gain the ability to seamlessly transition from their desk phone to a mobile device, or vice versa, with a single swipe.

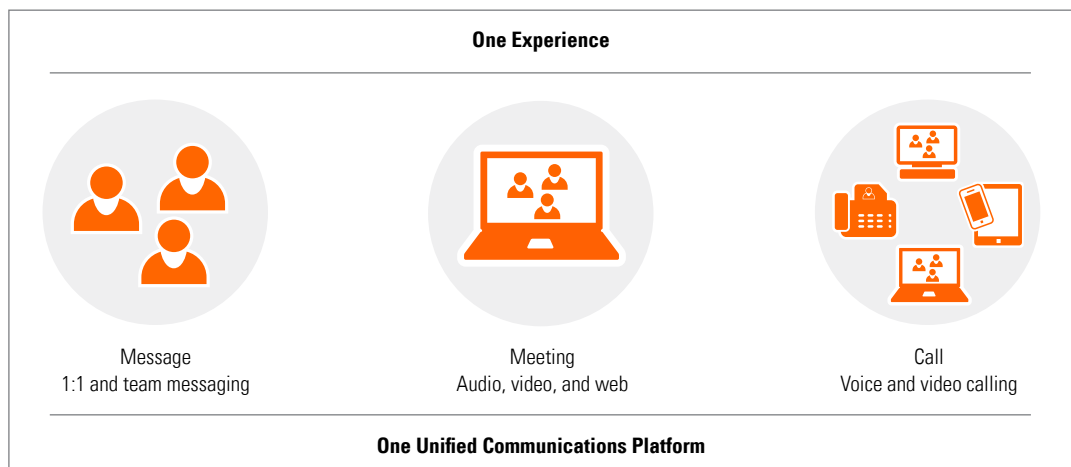
With Workspace Communications, a real-time, virtual video conference can be set up between a product specialist and a customer on the spot. Mortgage lenders, investment and insurance representatives or commercial lenders can meet face-to-face with clients through immersive video—serving customers immediately and instantaneously expanding the reach of the financial institution.

Whether you are looking for a more secure, interactive and unified banking experience for your customers, or better internal collaboration between senior executives and their distributed teams, Fiserv has the innovative solutions and expertise to make it happen.

## Message, Meet, Call and Collaborate

With Workspace Communications, you can:

- **Message:** Business messaging enables you to prepare, share and collaborate on content, so you can break down communication barriers and make it incredibly simple to communicate with anyone. Enjoy 1:1 and team messaging in virtual rooms with persistent content and context for team interactions
- **Meet:** Connect teams and meet customers easily with the added benefits of messaging and content sharing before, during and after the meeting. It's easy to schedule or join a meeting at a main office, at a branch office, at home, on the road or from a room-based video system. Every meeting can be video-centric
- **Call:** Workspace Communications enables voice and video communications via mobile, desktop and room-based devices. Enjoy one-touch directory dialing and join meetings from anywhere on any device. Mobile users get features such as single-number reach, single voicemail service, video services and the ability to seamlessly move between devices during a call
- **Collaborate:** Access and refine meeting documents through the secure, cloud-based platform offering virtual rooms to maximize team productivity. The platform integrates voice, messaging and meeting features in one location to take work groups to the next level of efficiency and collaboration



### Simple

Delivered entirely from the Cisco cloud, the user and administrator experience is simple and intuitive. It's easy to use and easy to manage. It's also offered on a simple subscription basis, so you can add services on demand, allowing you to control costs and scale as your business grows.

### Secure

Cisco's extensive experience securing the world's largest networks, combined with its communications and cloud expertise, helps ensure the platform's security and reliability.

### Complete

One complete service delivers a great experience regardless of location or device. Message, meet and call anyone, anywhere, anytime. Because Workspace Communications is hosted in the cloud, it's always up-to-date.

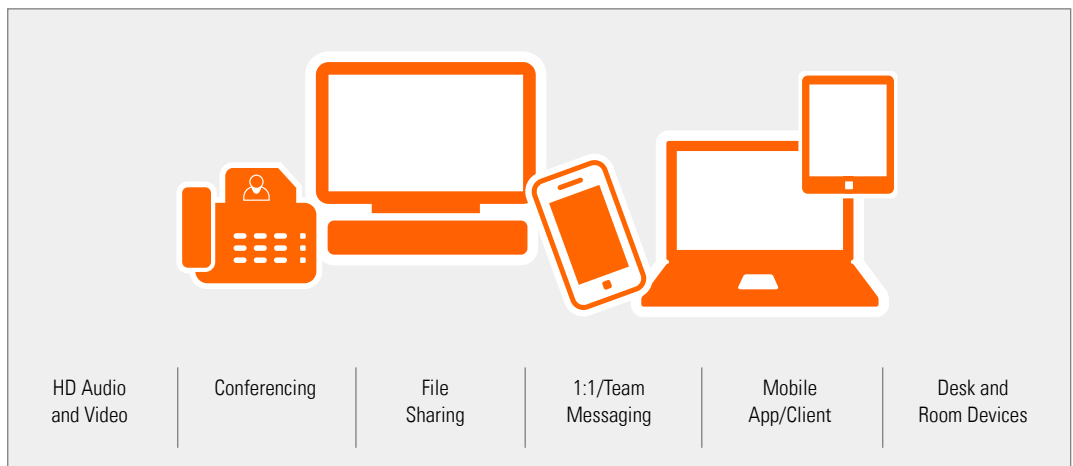
### Remote Expert

Provide on-the-spot access to your product specialists from across town or across the country with our remote expert solution. By deploying video endpoints in the branch setting, you can connect customers to experts in investments, insurance, mortgage or commercial lending from a distributed team no matter where they are located.

### Branch Wireless Services

Today's banking consumers expect a quicker, more convenient, personalized and secure experience than ever before. They expect to be able to do their banking on their phones and tablets, in the branch, at home and on the road, 24/7. Fiserv enables financial institutions to deliver and maintain a high-performance branch infrastructure that is secure, reliable, scalable and optimized for maximum speed and efficiency. Our solution provides a foundation for branch transformation by enabling secure branch and guest wireless with built-in analytics and multidevice monitoring.

### The Unified Workspace





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.

Deploying, maintaining and monitoring branch infrastructure can be too time-consuming, costly and complex for internal resources alone, yet maintaining peak performance and optimal security is essential to delivering the services customers depend on every day. Fiserv provides predictable costs, simplified architecture, stronger security and end-to-end visibility with a single-vendor solution that enables bank IT staff to focus on strategic business and customer needs.

### Designed for the Way You Do Business

Workspace Communications delivers powerful collaboration services for all the ways you need to communicate. Whether you're updating a legacy phone system or looking to take advantage of a cloud-based service, Workspace Communications will take your financial institution to the next level by providing the benefits of a complete business collaboration service for everyone in your financial institution: one service, one experience for everyone.

#### Features:

- Personal productivity on the road, in the office and with customers:
  - Join meetings when mobile, from a desk or from a room-based system
  - Move seamlessly between your mobile device and desktop
  - Access common contacts and call history from your mobile device or desktop

- Team agility and rapid response from the start of a project to its completion:
  - Hold more effective meetings with sync-ups, discussions and preparation ahead of time
  - Get access to content and discussion threads during meetings
  - Review, follow up and take quick, informed action after meetings
- Acceleration of business growth and success:
  - Focus valuable IT resources on areas that will drive innovation and growth
  - Improve culture by connecting and engaging employees
  - Meet business demands by working faster and smarter, controlling costs and maximizing resources

### Connect With Us

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



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