

# File Exchange

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Reduce Costs and Errors With  
End-to-End Outsourced File  
Transfer and Translation Services

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**Tracking the movement of organizational data is necessary to reduce losses, mitigate risk and protect your reputation. As file transfers grow in size and number, so does your need to monitor and manage a larger infrastructure across more locations. Increased data volume brings a boost in issues and exceptions – taxing your ability to quickly resolve them and maintain satisfaction levels.**

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File Exchange from Fiserv is an end-to-end outsourced data delivery solution that can help you improve productivity and collaboration among your vendors, partners and members or customers by exchanging sensitive business data – quickly, easily and securely. It provides advanced tracking that optimizes your data delivery oversight capabilities and delivers the automation and control required to reduce expenses.

What makes File Exchange unique in the transmission product industry is its Applications Service Provider (ASP) model, which eliminates the need for additional IT resources to procure, install and maintain expensive data transfer applications and on-site equipment. File Exchange is a complete, end-to-end file transfer service.

Data transfer and translation experts collaborate with you to build a workflow solution that reduces operational cost and errors and enables you to focus on managing your business.

Once up and running, Fiserv experts are on call 24/7 to detect and resolve errors, missing files and other issues.

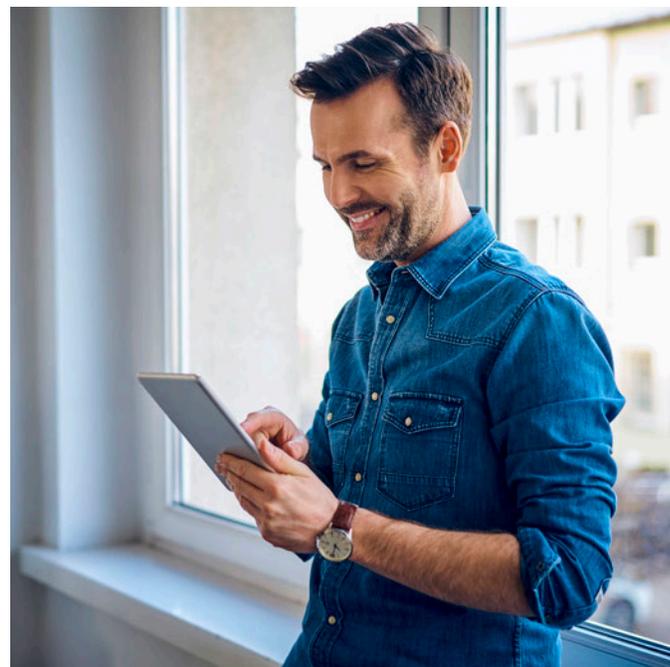


### Cost-Effective Data Delivery

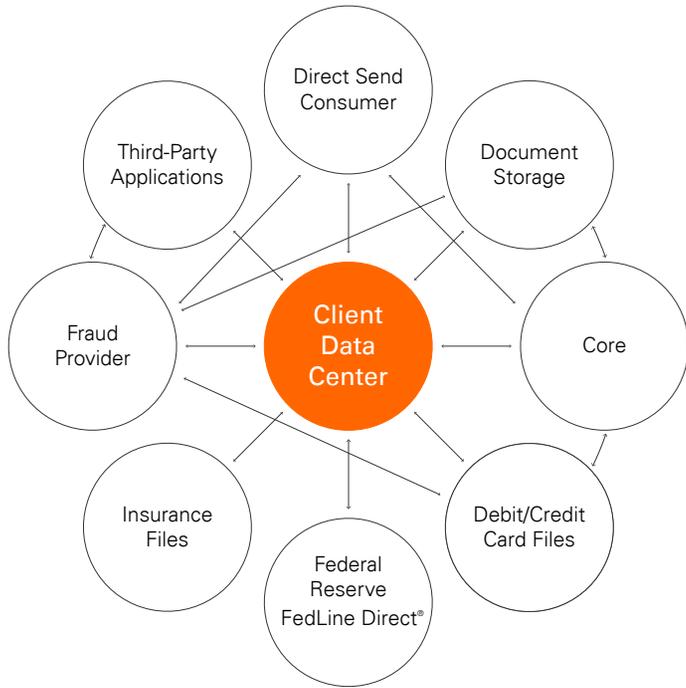
File Exchange provides outsourcing services and multiple deployment options to several market segments, including financial institutions, insurance, health care and retail. File Exchange leverages more than 40 years of transmission expertise to provide the most robust data delivery tool available.

File Exchange can help you improve efficiency by enabling the quick, easy and secure exchange of sensitive business data. It enables you to keep pace with compliance regulations for data exchange.

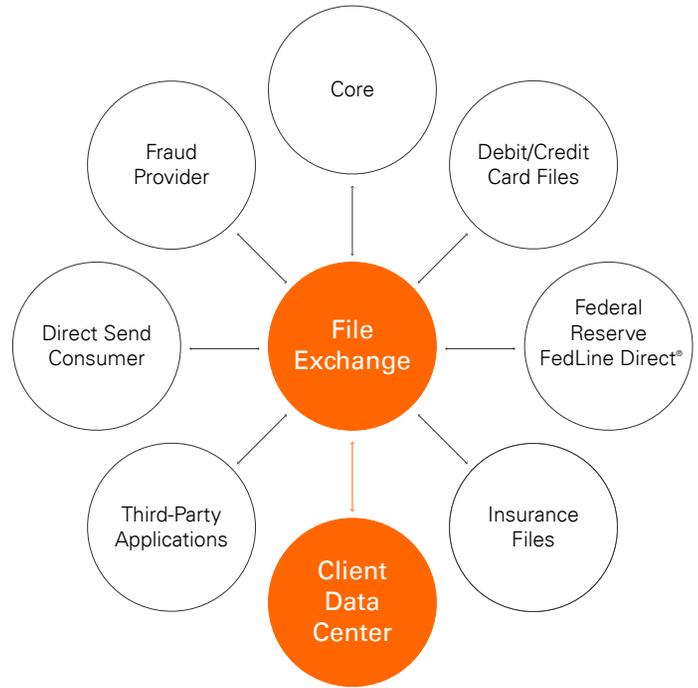
In this new era of meticulous security and shorter processing windows, File Exchange is the file transfer solution optimized for high-volume, secure and ensured delivery of files.



### The Communication Challenge



### Communication Challenge Simplified With File Exchange



### Single Connection Point

With File Exchange, you can consolidate data delivery into a single connection point for your business, eliminating unnecessary costs associated with multiple connection points.

- Reduce potentially significant IT costs and the need for in-house data transmission and transformation expertise
- Access an extensive network of data providers through a single point of contact
- Save on “hidden” support costs, and redeploy specialized staff to other strategic activities

- Retrieve data information from the previous 90 days and store your critical data up to six years with access anytime
- Leverage the expertise of File Exchange data professionals to research and resolve discrepancies on your behalf and increase member or customer satisfaction with rapid resolution of file transfer issues
- Reduce operational risks and associated costs due to manual processing
- Lower the cost of leased lines by safely and securely leveraging the internet
- Eliminate the need to replicate connections and equipment at a recovery location; File Exchange reroutes your data in minutes



## Data Verification/Prescreening

File Exchange detects data issues immediately after the data is received from the source point, prior to being sent to the processing system. Early detection, coupled with precise error detail presented to the source point, provides the best results for rapid repair of the data. This proactive approach decreases processing delays by:

- Validating incoming data prior to the data being received by the end processing system
- Ensuring data contains the correct information and key fields required for processing are populated
- Detecting duplicate files based on multiple criteria
- Tracking and monitoring inbound delivery of data to a predetermined schedule
- Generating automatic requests for missing, late or inaccurate data through various notification methods



## Flexible Scheduling Options

- The workflow and file transfer process management system can automatically pull, process and push files on a scheduled, event-driven or on-demand basis



## Scalability

- Scalable architecture can handle your most demanding loads from high volumes of small files to multigigabyte files
- Manage data transmission growth without resource increases



## Efficiency-Boosting Automation

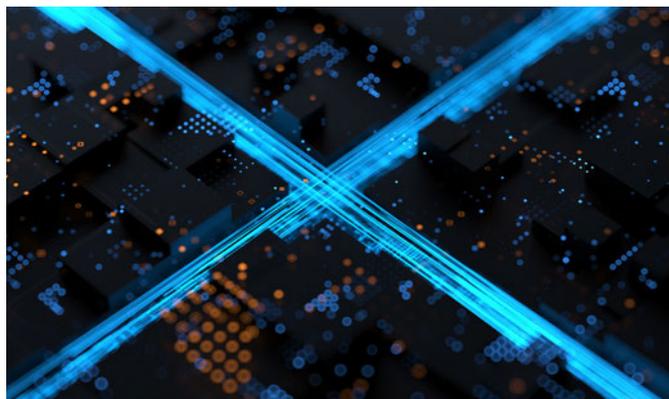
- Eliminate the uncertainties associated with manual methods and provide real-time visibility for managing data transfers
- Shift manual processes, such as check-off lists, to automated solutions



## Security

File Exchange is a highly secure enterprise data transfer service that provides end-to-end encrypted transfer and storage of data and files.

- Transfer data in multiple electronic formats using industry-accepted secure communication methods and protocols
- Rely on security and a professional team that is available 24/7
- Secure and protect data transfers while meeting current regulatory requirements and staying on the leading edge of new requirements
- Decrease risk and liability by removing the security exposure for file-based transfers
- Route credit card and other client-sensitive data securely with PCI DSS-compliant service and data center





## Data Transformation

- Leverage sophisticated data transformation flexibility to map required data elements to required industry or proprietary formats
- Aggregate data from multiple sources for delivery to a single end point
- Parse data from a single source to multiple end points
- Leverage hundreds of format templates already established within the File Exchange format library
- Create a new format with virtually any-to-any translation functionality available



## Client Interface

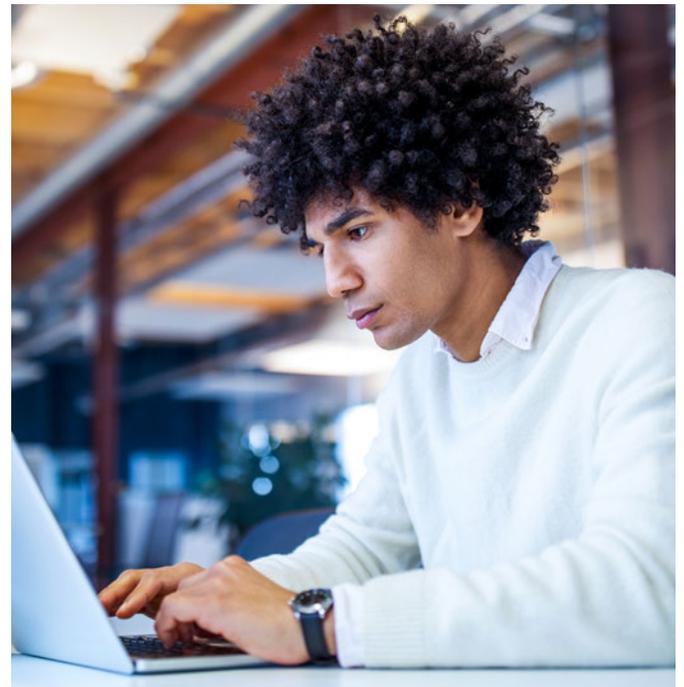
File Exchange gives you a consolidated view of your entire file transfer environment and can help replace the need for transmission-related reports with on-demand query capability into your transmission history.

- A clear, concise view of critical data with an intuitive user interface that uses standard Microsoft® Windows® controls and navigation
- Drill-down investigation from a summary screen to underlying data
- Full audit trail to track information about transmissions and related issues or changes
- Improved visibility into your data transfers to better manage operational risk



## Available Services

- File Exchange: Transmission Services
- File Exchange: Federal Reserve Connect
  - ACH
  - EDI
  - IAT Interface
  - Check 21
  - AIS
- File Exchange: Commercial Payment Interface





## Key Benefits:

### **Detect Issues Faster:**

- Detects problems immediately after data is received – before being sent to the processing system
- Precise error reporting aids in rapid data repair
- Fiserv experts are on call 24/7 to detect and help resolve issues, decreasing processing delays

### **Ensure Data Security and Compliance**

- Peace of mind with end-to-end encrypted transfer and storage of data and files
- Protect sensitive client data through PCI DSS-compliant service

### **Boost Efficiency**

- Automated transfer process eliminates uncertainties associated with manual methods
- Real-time visibility for managing data transfers

### **Reduce Costs**

- Outsourced consolidated delivery works to eliminate unnecessary costs from multiple connection points and in-house IT support

# Connect With Us

For more information  
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 [fiserv.com](https://www.fiserv.com)

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