□ **Solution**

Cloud Native Event Management Platform

A Cloud Native, Real-Time Data Platform That Empowers Financial Institutions to Respond Quickly to Cardholder Events as They Occur

Real-time information and rapid response have become the norm in financial services, and consumers expect contextual and personalised experiences. This is prompting banks to deploy solutions that are both smart and fast. With the abundance of real-time data that results from consumer interactions, the ongoing challenge lies in efficiently sorting and filtering to gain customer insights and offer high-value interactions.
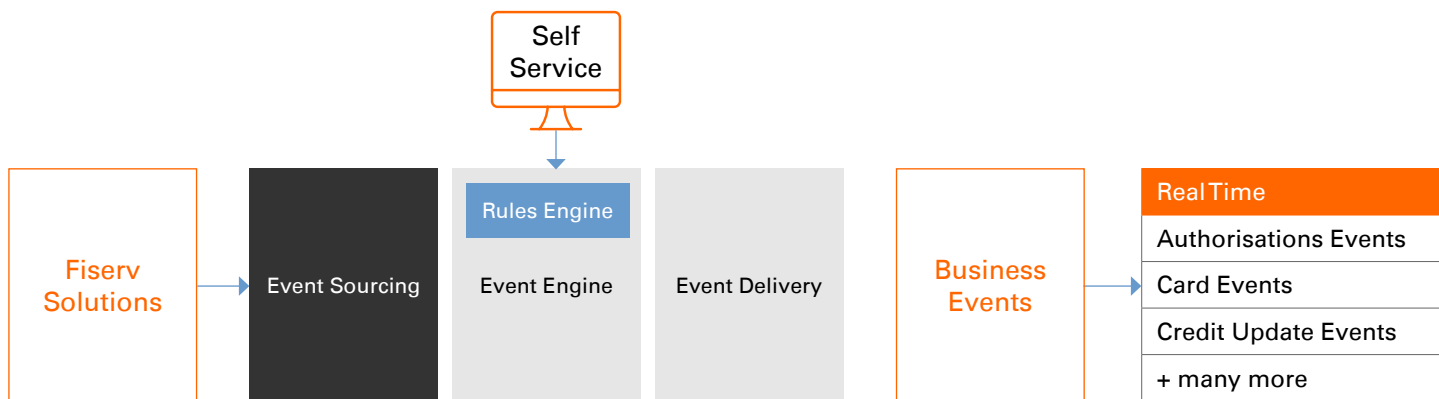
The Event Management Platform from Fiserv is a strategic, real-time data platform that enables issuers to respond to cardholder demands in real time, and to anticipate needs before they arise. Our platform empowers issuers to engage in real-time communication with both cardholders and internal operations, ensuring immediate responses to unfolding events.

Prompt Communication

Consumers expect immediacy from their financial institution, which is why our offering includes:

→ Card updates, such as "Card on Its Way" notifications

→ Dispute updates, such as "Dispute in Progress" and "Dispute Settled" notifications

→ Credit updates, such as "Credit Limit Approaching" notifications

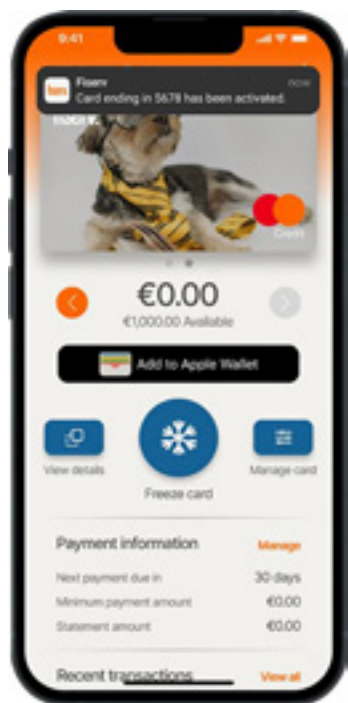→ Spent €2.50, Total Spent Today €200

@ the speed of life

With multiple delivery mechanisms available using modern API and messaging solutions, and with the flexibility of a self-service configuration, the platform enables your institution to integrate and consume the real-time data you need, quickly and coherently.

Flexible, Fast and Future-Proof

The Event Management Platform is scheme agnostic, meaning it supports all scheme and transaction types, including Visa, Mastercard, Credit, Debit, POS and eCommerce. Notifications are delivered rapidly, with standard messages delivered within one second of the event arriving within the platform. The solution performs with low latency at large volumes, enabling you to provide personalised cardholder experiences both today and tomorrow.

Built using the latest proven messaging technology, Cloud Native Event Management Platform continuously ingests, processes and analyses event data to provide enriched updates in real time.

Key Benefits

For Issuers:

→ Drive cardholder engagement and retain customers with real-time, digital-first experiences

→ Increase speed and reduce the cost of change with our configurable and easily extensible platform

→ Proactively exceed cardholder expectations by using real-time insights to anticipate needs before they arise

→ Save costs and find new revenue opportunities by taking your analytics to the next level

→ Create advanced events by combining real-time data from many sources (Such as merchant-enriched alerts when seeing more than x% of authorisation declines)

For Cardholders:

→ Increased visibility and protection through real-time information and updates, reducing the risk of fraud

→ Greater control, with the ability to react in real-time to activity detailed in live updates

→ Surprise and delight from real-time benefit updates and in-the-moment offers

→ Reduced time and effort through automating actions in response to real-time events

fiserv.

Connect With Us

For more information about Cloud Native Event Management Platform:

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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.

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