

Solution

Content Next

A modern enterprise content management platform for financial services

Fiserv is redefining Enterprise Content Management (ECM) for the financial services industry. Content Next from Fiserv is a next-generation, multi-tenant cloud solution that delivers robust lifecycle management, seamless integration and AI-enabled capabilities – empowering financial institutions to transform how they manage content.

It's time to raise the bar for digital transformation in banking by prioritizing agility, intelligence and customer experience. Purpose-built for operational efficiency, reporting insights and user-centric design, Content Next is more than a technology upgrade – it's a strategic leap forward.

By combining automation, secure content governance and seamless integration with the tools banks already use, Content Next helps institutions modernize operations, reduce risk and deliver exceptional customer experiences across the enterprise.

With Content Next, you'll experience functionality that you depend on today, such as comprehensive capture, flexible retention periods and so much more.



Key capabilities of Content Next

→ Customizable user interface for personalized productivity

Tailor the experience to each role, from compliance officers to customer service agents. The adaptive UI enhances usability and accelerates task execution

→ A unified content repository: your single source of truth

Centralize all enterprise documents with built-in retention policies, audit trails and governance controls, ensuring consistency and traceability, and facilitating compliance

→ Scalable document handling

Manage high-volume content with ease. Content Next supports document processing at scale, handling files securely and efficiently

→ Self-serve administration: empowering business users

Enable business users to manage access rights, onboard team members and configure roles to reduce outside dependency and boosting agility

→ Valuable insights through reports and analytics

Actionable reporting helps monitor content usage, track compliance and uncover optimization opportunities, empowering strategic decision making

→ Workspaces that mirror business processes

Dedicated workspaces align with key processes, such as account opening, loan applications and audit/compliance management, streamlining collaboration and automation

→ Seamless integrations with microsoft and google

Work within familiar tools like Microsoft 365 and Google Workspace. Access, edit and share content directly from Teams, Outlook and Google Drive without compromising security

→ AI enablement for smarter content management

AI capabilities transform how users interact with content:

→ **Smart search:** Find documents using natural language queries with secure, permission-based access

→ **Document summarization:** Extract key insights from lengthy documents to save time and improve decisions

Content Next offers a secure and reliable platform for managing all your enterprise content with confidence. Discover how Content Next can deliver new and enhanced value to your institution.



Connect with us

Are you ready to redefine your content strategy? Contact us at 800-429-9521

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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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