Business Continuity Services for Premier®
State-of-the-Art Recovery Services and Business Continuity Consulting

Satisfy regulatory requirements for disaster preparedness and be confident that your financial institution can respond quickly and effectively to unpredictable events, preserving your assets, reputation and ability to operate.

Regulatory agencies expect financial institutions to prepare for an increasing number of risks, from natural disasters, terrorist attacks and pandemics to operational events such as interrupted data communications or the loss of a key employee. These risks can disrupt business and adversely affect your organization, employees and customers. Business Continuity Services for Premier® enable your organization to resume or continue normal operations if something catastrophic occurs.

Choose Your Trusted Partner

Our Business Continuity Services are an excellent option for financial institutions operating on Premier. Unlike disaster recovery services that require you to provide your own software and build recovery items from scratch, our solution provides access to Premier software and all of its functions — not just the hardware your system operates on. We maintain a current library of Premier software at our recovery center, preloaded on equipment and ready for you to add your data, saving time when you need it most.

Supplied by the same company that provides your banking platform, our recovery services give you direct access to professionals with expertise in the software you’re using. Whether you’re conducting a test or experiencing an actual disaster, our team actively participates to make sure components are recreated quickly and working properly, providing direct, ongoing support that minimizes time spent troubleshooting and reconfiguring systems.

Fiserv integration offers an added bonus. If you use hosted Fiserv solutions for telephone, mobile or online banking, EFT, or image exchange, these services can be integrated into your business continuity plan. Redundant delivery and the use of a combination of connectivity strategies help ensure that these online, real-time services are available from the recovery center and will reconnect to your restored systems in the event of a disruption.

All recovery services are hosted at a Fiserv data center that offers full security and a proven record of successful operation and client satisfaction. These services are designed to operate reliably and continuously, even in an extended power outage. Robust controls are in place for Internet, data and physical security, and Fiserv meets or exceeds all industry standards for information security, including those of the Payment Card Industry (PCI).
By bringing together Premier experts and state-of-the-art infrastructure, Fiserv delivers the most comprehensive and integrated business continuity services in the industry, including an array of hot-site recovery services for essential functions.

**Recovery Services**

**Enterprise Server Recovery**

With Enterprise Server Recovery, you can take advantage of core account processing recovery on our enterprise servers, which are able to process millions of accounts and transactions, and multiple client databases. Enterprise Server Recovery is provided for both the IBM® and Unisys® hardware platforms, and you have the option of switching platforms without affecting your coverage.

**Application Server Recovery**

Available to support your organization’s critical ancillary applications, Application Server Recovery uses the VMware® platform. Virtualization provides flexibility, and enables the customization of server hardware configurations to accommodate your specific recovery needs. Physical servers can also be made available for use with unique backup software.

**Recovery Connectivity Services**

Maintain the highest degree of uninterrupted access to mission-critical data and systems with Recovery Connectivity Services. Fiserv can provide 24x7 monitoring and management, depending on the connectivity option you choose. All circuitry is monitored and maintained by Fiserv, eliminating the need to contact multiple vendors to coordinate recovery efforts.

- Remote VPN — creates a remote desktop connection between any PC with Internet access and the Fiserv recovery center.
- Site-to-Site VPN — provides connectivity to the Fiserv recovery center through the Internet via a router located at your designated recovery location.
- Dedicated Private Network — uses a permanent, private circuit to enable a more robust means of communication with the Fiserv recovery center.
- Multiprotocol Label Switching (MPLS) — uses a redundant frame relay cloud to connect all of your online, real-time Fiserv services to primary and backup locations for day-to-day access and redundancy. By expanding the MPLS cloud, each of your organization’s branches can become a disaster recovery location.

**Hosted E-Commerce Recovery**

Recovery options for hosted mobile and online banking can be added to your disaster recovery plan and tested annually to ensure connectivity. Because our consumer and business Internet banking solutions, Retail Online™ and Business Online™, are hosted at the same data center housing your recovery center, these solutions can be restored automatically without any additional effort on your part. Our mobile banking solution, Mobiliti™, can also be restored quickly and easily — making account information available to your customers through yet another channel in the event of a disaster or other disruption.

**Telephone Banking Recovery**

A fast, efficient means of redirecting your telephone banking service to the recovery center, Telephone Banking Recovery enables you to provide customers with account information and other updates in the event of a disaster or disruption. For organizations using Telephone Banking for Premier, your voice response system can be recreated at the data center, and you’ll be provided with a phone number where calls can be forwarded. This service can be included in annual testing.
**Integrated Fiserv Services**

Fiserv services that require an online, real-time communication connection, such as our Card Services solutions and the Fiserv Clearing Network, can also be integrated into the MPLS structure and included in your disaster recovery plan.

**Data Backup and Recovery**

A separate, complementary solution that integrates seamlessly with Business Continuity Services, Data Vaulting™ automates backup and simplifies recovery of mission-critical data. This browser-based technology performs tapeless backups of both enterprise server and Windows server data. Advanced encryption provides end-to-end security. All clients who choose to back up or replicate data to the Fiserv vault enjoy the benefits of secure, off-site, cloud-based storage, as well as LAN-speed recovery of data, when the solution is coupled with Business Continuity Services.

**Recovery Testing**

Ensure the effectiveness of disaster recovery plans and processes with Recovery Testing. As organizations that have experienced a real-life disaster or system outage can attest, recovery efforts are quicker and more efficient when testing is performed regularly. Fiserv offers a variety of testing options to satisfy your requirements, ranging from traditional mainframe-only media tests to more extensive remote and on-site testing. Fiserv experts assist throughout the testing process, providing guides that help you prepare for each test, performing connectivity tests beforehand and correcting issues during the tests.

**Secure File Transfers**

MOVEit® encrypts and safely transfers files to and from the recovery center during a test, or an actual disaster recovery event. This is a free component of our Business Continuity Services.

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In addition to recovering your processing capabilities, our Business Continuity Services can integrate other real-time banking components into your recovery efforts, including online, mobile and telephone banking, as well as electronic funds transfers.
ACH and Image File Transfers

XRoads™ provides recovery of ACH and image file transmission services by establishing connectivity between the Federal Reserve Bank or electronic payment network and the Fiserv recovery center. Services include transmission of ACH Receipt, Origination, and Return data, as well as FedReceipt®, FedForward®, and FedReturn® data — all of which can be included in annual testing. If your organization loses access to ACH or image file transmission services, you can declare a “XRoads” disaster without declaring a full disaster.

Printing and Rendering Services

Render and send notices and statements to your customers with our Printing and Rendering Services. Reports for internal use can also be printed.

Item Processing Recovery

If your financial institution performs centralized capture, Item Processing Recovery enables you to capture items and then transfer transaction and image files to the recovery center for processing. Clients that perform distributed capture can rely on their distributed capture applications for recovery of item processing.

Additional Recovery Services

In addition to the hot-site services already described, Fiserv offers other valuable resources to support business continuity.

On-Site Recovery Resources

If your organization has redundant systems at a secondary location, but may require additional personnel in the event of a disaster, we can supply the reinforcements you require. Premier software experts travel to your recovery location to restore processing capabilities and assist with ongoing operations. As part of this service, clients are also entitled to a semiannual review of their business continuity plans and discounted rates on Business Continuity Consulting.

Consulting Services

Business Continuity Consulting assists you in determining which processes are mission-critical and how they interact with your overall infrastructure. Through a deep knowledge of software and systems, and expertise in risk assessment and mitigation, our team helps you create a workable business continuity plan and keep it current. We work with you to review and test your processes annually, so you can remain ready to effectively address potential disasters, and we are available to participate in the initial testing of a secondary data center to ensure that systems are configured correctly and ready for use. Our consultants can also provide assistance for organizations using another business continuity vendor that is unfamiliar with our software.

Even with a plan in place for recovery from catastrophic events, you may still be exposed to loss of income and reputation stemming from more common causes, including human error, equipment failure, insufficient planning and management, and intentional criminal acts. Indeed, far more data losses result from human carelessness than from natural disasters. Business Continuity Consulting provides the expertise you need to safeguard your organization from a wide array of risks.

Connect With Us

For more information about Business Continuity Services for Premier, contact us at 800-872-7882 or business.continuity@fiserv.com.