Business Technology Services
Bringing Real Value to Global IT and Business Process Outsourcing Services
Why Choose Fiserv as Your IT and Business Process Outsourcing Partner?

The way you manage your financial institution's IT systems is changing - and so are your expectations of service providers. TowerGroup notes that a global footprint is simply a “must-have,” and now cites domain expertise and product knowledge as the top two needs from industry service providers.²

In short, the question isn’t whether to utilize a global delivery model; it’s whether your services provider can deliver results.

As a leader in financial services technology, Fiserv is uniquely positioned to address your critical challenges and deliver real results. Our 19,000+ professionals focus exclusively on banking and financial services technology. We know our products better than any services provider, and now offer end-to-end services from product implementation to ongoing support. With our delivery centers in the United States, Costa Rica and India, you can access thousands of highly knowledgeable associates with Fiserv product experience, and benefit from the 24x7 availability and cost benefits of an integrated global delivery model.

The increased complexity of IT systems means that maintenance cost and systems integration are major challenges. Whether you are seeking a complete application management solution or specific services to augment your staff, Fiserv will work with you to design a customized approach to meet your business needs. Partner with Fiserv to leverage the real benefits of outsourcing, so that you can focus on your core business.

A Full Spectrum of IT and Business Process Outsourcing Services

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² Nelsestuen, Rodney. Sourcing, Resourcing, or Outsourcing?, TowerGroup, April 14, 2011
Our Business Technology Services help you manage, customize, integrate, test and support your core banking and financial processing systems.

**Increase Productivity and Reduce Costs with Managed Application Services**

If you have Corillian®, LoanServ™, UniFi®, EnAct™, TradeFlow™, Frontier™, Nautilus®, Signature®, PEP+® or other Fiserv products installed in-house, talk to us about Managed Application Services from Fiserv. Realize greater efficiencies and service levels by outsourcing complete application management to Fiserv. Our experienced, knowledgeable teams and tailored engagement models deliver high-quality service and productivity that can reduce your total cost of ownership.

Our comprehensive services include:

- Production support
- Application maintenance
- Upgrade and release management
- Configuration management
- Change management
- Incident and problem management
- Service-level management

Clients who leverage our Managed Application Services realize shortened production cycles, on-time upgrades, reduced downtime and volatility, and improved ability to respond to changing business requirements. The end result is hassle-free application management and support.

**Improve Software Implementation Quality with Testing Services**

Whether you need to update a customized application, add new features or integrate with other systems, Testing Services from Fiserv can ensure a smooth and cost-effective implementation. We offer functional, integration and performance testing; security and penetration testing; middleware testing and test automation.

Our Testing Center of Excellence focuses on building financial services testing excellence. Our professionals deploy well-defined testing processes and methodologies based on CMMi, TMM, ISO, RUP, and Agile. Benefit from:

- Testing professionals in global delivery centers working exclusively in the payments and banking domains
- Enhanced productivity through innovative tools and reusable test automation frameworks
- Specialized performance and security testing labs
- Frameworks for developing QA maturity assessments, test strategies and roadmaps

Count on our unparalleled experience with testing Fiserv and other industry products to reduce your time to market for implementations and upgrades.

"Fiserv's Managed Services team is knowledgeable, committed and extremely effective at working with our internal IT team. They are truly a partner in providing managed resources for the Loanserv product."

- Steve Langguth, VP
  Application Manager,
  Fifth Third Bank
Leverage Our Financial Industry Technology Skills for Application Development and Systems Integration

From legacy support to emerging technologies, our deep experience with financial services technology gives us the edge in development and systems integration projects. Services include:

• Customization and enhancements for Fiserv products and peripheral applications
• Development of new enterprise, web and mobile application functionality
• Application conversions and migrations
• Integration of Fiserv and third-party products
• User experience, user interface and application prototyping
• Legacy application support and maintenance

In addition to being able to take advantage of our wide range of technology skills, you benefit from our mature implementation program, from current state evaluation to post-implementation support. We have the expertise to address complex systems integration issues, and product SMEs who guide and monitor the entire process. Ask us about how Fiserv can help with your application development and integration projects.

Rely on Our Remote Infrastructure Management (RIM) to Reduce Downtime and Costs

Partner with Fiserv and get the most out of your servers, networks, databases and other IT infrastructure components. Remote Infrastructure Management from Fiserv helps you build a secure, integrated and reliable IT infrastructure, with cost reductions of up to 60 percent.

Services include:

• Service desk support
• Monitoring and resolution for fault, performance and security issues
• Database, server, network, firewall and storage management
• Application and network based intrusion and vulnerability management
• Incident, problem, change, release, configuration, availability and capacity management

Our RIM team manages Tier III data centers supporting thousands of banking customers around the world. Talk to us to learn how our experience can benefit your financial institution.

Leverage Our Analytics and Business Intelligence Solutions to Optimize Costs and Profits

Transform your financial application data to improve decision-making, financial management, regulatory compliance and customer service. Analytics and Business Intelligence Services from Fiserv offers world-class, competitively priced solutions.

Our Analytics and Business Intelligence Services include:

• BI development and testing, static and OLAP reporting, dashboards and scorecard applications
• ETL tool evaluation, development and testing, data/product migration strategy, data consolidation, data quality improvement
• DW/BI solutions, tool evaluation, environment assessment, data governance strategy
• Analytics services including risk analytics, marketing analytics, data engineering and mining

Fiserv’s global RIM team operates from multiple locations around-the-clock, enabling our Tier III data centers to exceed uptime targets and maintain the highest security across the network, while lowering overall infrastructure management costs.
Our statistical modelers and analysts have rich experience in banking, payments, lending, investment, and risks and compliance. Nobody knows the data that our products produce and consume better than we do. Let Analytics and Business Intelligence Services help put your data to work for you.

Achieve Operational Efficiencies Through Business Process Outsourcing Services

Outsource routine back-office processes to Fiserv to reduce the need for capital outlays and make operational expenses more predictable. Business Process Outsourcing Services from Fiserv help you improve your customer experience, enhance satisfaction and manage operational costs. With nearshore and offshore delivery locations and a mature business process excellence framework, Fiserv BPO services offer faster ramp-up, cost optimization, and ongoing productivity improvements.

We combine deep domain expertise in retail banking, credit and debit cards, lending, wealth and treasury management with many years of financial process and IT services experience. The result: high-quality integrated IT and BPO solutions delivered as a seamless extension of your business operations.

Enabled by Global Delivery Centers

Fiserv offers domain and product expertise with the scalability, cost and process quality benefits of a global delivery model. Our four global delivery centers, 3,000+ professionals and years of product development and testing experience add up to IT and BPO options that create real value and results. Delivery capabilities in the United States, Costa Rica and India enable us to offer a seamless global team with “best shore” delivery options. Choose the optimal mix of onshore, nearshore and offshore resources to provide uninterrupted support.

Key Benefits

- Deep Domain Expertise -- Fiserv is focused exclusively on financial industry technologies. Our professionals are certified by American Bankers Association, Mortgage Bankers Association and other leading industry organizations, and have certifications in a wide range of technologies used in the financial industry.

- Unsurpassed Product Knowledge – Fiserv professionals have extensive experience developing, testing and supporting our award-winning products.

- Scalability – Fiserv global delivery centers provide you with the flexibility to quickly scale teams up or down to meet changing business requirements.

- 24x7 Support – Our onshore, nearshore and offshore locations enable us to provide round-the-clock support.

- Cost-Effective – Delivery centers in the US, Costa Rica and India provide access to well-qualified and cost-effective workforces.

- Structured Governance and Transition Methodology – The value you expect is the value we deliver, thanks to our best-in-class engagement frameworks, metrics-based reporting, well-defined processes and systematic transition methodology.

- Security – Our ISO 27001, PCI DSS, SAS 70, and ISO 9001: 2008 certified delivery centers can meet the most stringent requirements for security and data privacy.
About Fiserv

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization, and leading the transformation of financial services technology to help our clients change the way financial services are delivered. Visit www.fiserv.com for a look at what’s next, right now.