Testing Services
Comprehensive, Cost-Effective Software Testing for the Financial Services Industry

Whether you need to update a customized application, add new features or integrate applications with other systems, Testing Services from Fiserv can ensure a smooth and cost-effective software implementation.

Testing Expertise + Product Experience = Software Implementation Savings

The constantly evolving financial services industry demands frequent changes to complex applications and infrastructure. The stakes – and the hurdles – for successful software implementations have never been higher:

- Increased competition, new customer channels and mobile technologies require rapid application upgrades
- Stringent regulatory regimes challenge resource-strapped IT departments
- Software failures exact a high price in lost revenue and customer loyalty

State-of-the-art testing practices and domain knowledge are critical to successful upgrades and implementations. Rely on our rich experience in banking, payments, lending, investment, and risk and compliance. Our unparalleled understanding of both the industry and our products increases the quality of our software testing, and reduces the cycle time for upgrades and implementations.

Expect Testing Excellence from Fiserv

Our global delivery teams developed and tested Fiserv market-leading technology solutions. If you’re customizing or integrating Fiserv products in-house, nobody knows how to test these products better than us. Our Testing Services teams also have direct access to Fiserv product and implementation SMEs and insights into product roadmaps.

Partner with us and benefit from our:

- Dedicated team of 600+ testing professionals working exclusively in the payments and banking domains, and certified by ISTQB, QAI, HP and other leading organizations
- Expertise in managing integrated testing across various Fiserv and third-party products, as well as the availability of integrated test labs
- Enhanced productivity through innovative functional, performance and test management tools
- Well-defined testing processes and methodologies based on CMMI, TMM, ISO, RUP and Agile
- Specialized performance and security testing labs and reusable test-automation frameworks
- Framework for conducting QA maturity assessments, developing strategies and creating QA roadmaps
**Benefit from a Full Range of Testing Offerings and Facilities**

We offer complete end-to-end Testing Services, and will design a customized delivery model to meet your business needs. We can, for example, provide an independent testing team to mitigate risk in an application development project lifecycle, regression test products during upgrade cycles, or provide thorough integration testing when you integrate Fiserv products with third-party applications.

We can also help you identify the right set of processes, methodologies and tools for your business needs. Our systematic approach enables us to identify the best strategy for each application or process that will be transitioned to a new environment.

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**Flexibility - Where and When You Need It**

With Testing Services you have access to our large pool of highly qualified financial services testing professionals, enabling rapid team mobilization. Our global delivery centers in the U.S., India, and Costa Rica, allow us to structure a customized program to meet your specific testing needs, same time zone or overnight services, and other criteria. Our offshore delivery centers are certified CMMI level 5, PCI DSS, SAS 70, ISO 9001, and ISO 27001, ensuring best-in-class security.

**Testing Center of Excellence**

Our Testing Center of Excellence focuses on test process automation and management, financial services domain knowledge, Fiserv product expertise and performance excellence. Fiserv testing professionals deploy well-defined testing processes and industry-standard testing tools to deliver world-class software quality. Our systematic approach to continually improving our Testing Center of Excellence has resulted in a rich knowledge repository and best practices that ultimately benefit our customers.

All Testing Services engagements provide comprehensive, transparent, metrics-based reports that include:

- Project progress
- Team productivity
- Product quality
- Testing maturity, and
- Organization responsiveness measurements

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

**Testing Services Will Help You:**

- Improve software implementation quality
- Accelerate the delivery of new services and features to market, and
- Reduce total cost of ownership
Enabled by Fiserv Global Delivery Centers

Fiserv combines domain and product expertise with the scalability, cost and process quality benefits of a global delivery model. Our 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. You choose the optimal mix of onshore, nearshore and offshore resources to provide same time zone and overnight 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.

Connect With Us

For information on Testing Services, please contact us at 800-872-7882 or visit www.fiserv.com.