

# About Global Services at Fiserv

Fiserv, Inc. (NASDAQ: FISV) a Fortune 500 company, is the world leader in information management and e-commerce systems for the financial services industry. Global Services is the offshore IT/ITeS arm of Fiserv, set up with a goal to become the preferred offshoring partner for the BFSI sector. Based in Brookfield, WI, USA, Global Services at Fiserv operates through multiple offshore delivery centers in India, and offers near shore services from Costa Rica, South America.

We offer integrated IT and BPO solutions that enable our customers to get the most out of their technology investment. Our IT portfolio includes Infrastructure, Testing, Architecture & Technology and comprehensive Application Services. Our BPO portfolio includes Investments, Mortgage, and Collections.

We have established Centers of Excellence (CoE) in Technology, Quality Assurance, Banking and Technical Publications. This brings enhanced delivery capability through implementation of industry best practices and sustained efforts for knowledge management.

Global Services at Fiserv has achieved key industry certifications including CMMI level 3, ISO27001, PCI DSS and SAS 70 that demonstrate its commitment to process maturity and information security.

Sustained employee development has been our key focus area. A significant step in this direction has been enhancing the domain knowledge of associates through industry certifications like ABA, CPCU, INS, FLMI etc.

## Service offerings:

### IT Services Spectrum

We provide inventive, high quality solutions across technology platforms for the banking, financial services and insurance industry. Our IT services include:

<p><b>Application Services</b></p> <ul style="list-style-type: none"> <li>• Application Development</li> <li>• Application Maintenance</li> <li>• Application Enhancement</li> <li>• Production Support</li> <li>• E-Business</li> <li>• Data Warehousing / BI</li> <li>• Conversion</li> <li>• Migration</li> <li>• Reporting</li> </ul>	<p><b>Architecture &amp; Technology Services</b></p> <ul style="list-style-type: none"> <li>• IT Strategy</li> <li>• Information Architecture</li> <li>• Usability Engineering</li> <li>• Collaboration - Portals, Web</li> <li>• Workflow Automation</li> <li>• BI Dashboards</li> <li>• R&amp;D Emerging Technologies (SOA, Web Services, etc.)</li> </ul>	<p><b>Quality &amp; Testing Services</b></p> <ul style="list-style-type: none"> <li>• Assessment and Setup</li> <li>• Test Planning</li> <li>• Test Designing</li> <li>• Test Automation</li> <li>• Business Focus</li> <li>• Functional Testing</li> <li>• Regression Testing</li> <li>• Stability Testing</li> <li>• Installation Testing</li> <li>• Product Correctness</li> </ul>
<p><b>Infrastructure Services</b></p> <ul style="list-style-type: none"> <li>• Remote Services</li> <li>• Server Management</li> <li>• Network Services</li> <li>• Database Administration</li> <li>• System Administration</li> <li>• Web Administration</li> <li>• Technical Help Desk</li> <li>• D2P Support</li> <li>• Asset Management</li> </ul>	<p><b>Technical Publications</b></p> <ul style="list-style-type: none"> <li>• E-Learning</li> <li>• Content Management</li> <li>• Technical Writing</li> <li>• Process Documentation</li> </ul>	

### BPO Services Spectrum

Our BPO capabilities are geared to deliver best-in-class services across a wide range of data and voice-based requirements. We serve multiple verticals in this domain namely investments, mortgage and collections. Our BPO services include:

<p><b>Investments</b></p> <ul style="list-style-type: none"> <li>• Document Review &amp; Verification</li> <li>• Account set-up and Maintenance</li> <li>• Trading Support</li> <li>• Distribution Support</li> <li>• Fund Posting</li> <li>• Client Reporting</li> </ul>	<p><b>Mortgage</b></p> <ul style="list-style-type: none"> <li>• Valuation</li> <li>• Title Search</li> <li>• Title Typing</li> <li>• Tracking &amp; Recording</li> <li>• Post-Closing Review</li> </ul>	<p><b>Collections</b></p> <ul style="list-style-type: none"> <li>• Commercial Accounts Receivables Management</li> </ul>
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