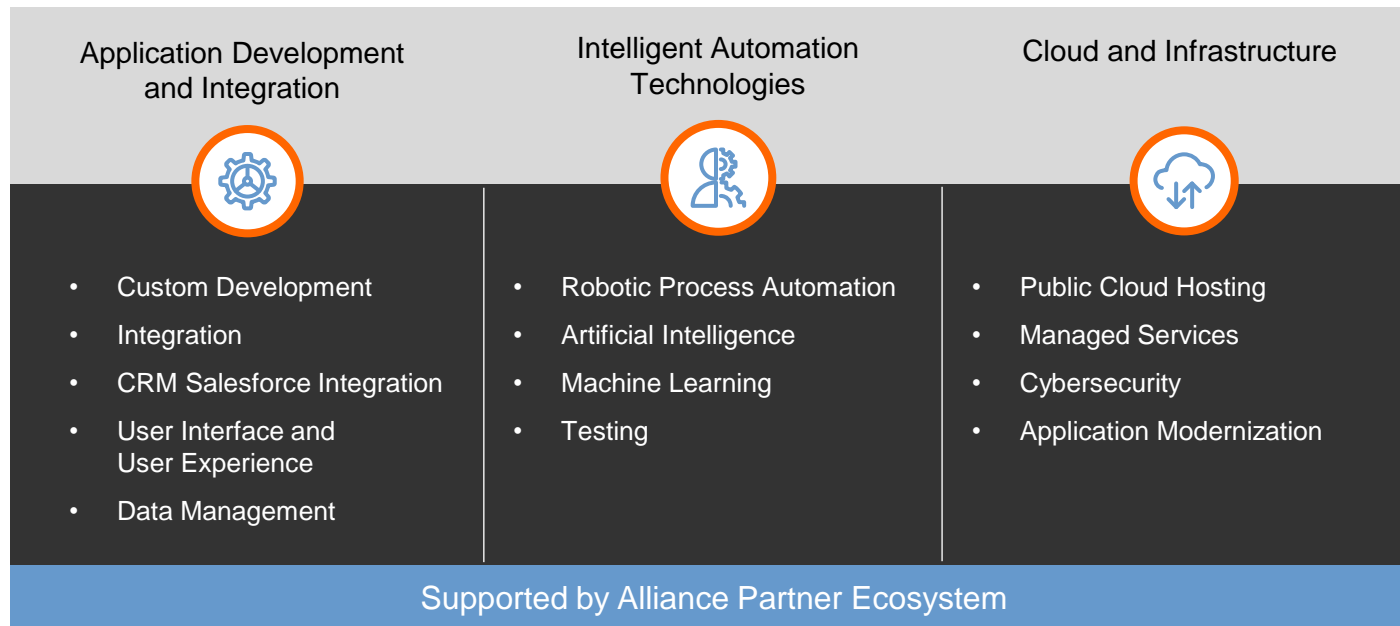# IT Services to Maximize the Value of Your Technology Investments

Digital transformation has created a myriad of opportunities for organizations of all sizes. Systems Integration Services from Fiserv delivers a range of leading-edge IT services to help clients operate more efficiently, effectively, and securely across every stage of their digital transformation.

Application Development and Integration	Intelligent Automation Technologies	Cloud and Infrastructure
• Custom Development	• Robotic Process Automation	• Public Cloud Hosting
• Integration	• Artificial Intelligence	• Managed Services
• CRM Salesforce Integration	• Machine Learning	• Cybersecurity
• User Interface and User Experience	• Testing	• Application Modernization
• Data Management		

Supported by Alliance Partner Ecosystem

fiserv.

Systems Integration Services for Fiserv Insurance Clients

Business Challenges

- Policyholder loyalty through engaging experiences
- Limited IT resource bandwidth and expertise
- Integration of insurance core and adjacent solutions
- Internal efficiency and cost containment
- Personalize and self-manage policies

How We Can Help

- IT integration services to deliver omnichannel payment experiences
- CRM integration, user experience journeys, and mobile development to support digital enablement
- Connect data and applications
- Drive efficiency and productivity through intelligent automation and AI
- Integrate and customize Fiserv and non-Fiserv systems

Our Portfolio

Application Development and Integration

- Custom Development
- Integration
- CRM (Salesforce®)
- User Interface / User Experience
- Data Management

Intelligent Automation

- Robotic Process Automation
- Artificial Intelligence/ Machine Learning
- Testing

Cloud and Infrastructure

- Public Cloud Hosting
- Managed Services
- Cybersecurity
- Application Modernization

Client Value

Faster Implementations
with toolkits, accelerators and access to Fiserv product roadmaps and SMEs

One Fiserv
Single point of contact across Fiserv solutions, services and industry partnerships

Subject Matter Experts
Free up resources with experienced IT resources

Increase Efficiency
and lower costs by automating manual process and shifting infrastructure to the cloud

Best of Breed
Solutions with industry leading alliance partners

Client Success

Expertise at Scale

5 global centers with multi-shore delivery

Deep payment and financial services expertise

200+ Client engagements annually

Certifications: PCI DSS, ISO 27001, SSAE 18 and more

Proven Results

- **Reduced operating expense by 50%** by modernizing and migrating legacy policy and claims management systems to the cloud, with Salesforce® as the base platform

- Provided large insurance company **significant cost reduction** through outsourcing application and IT support, custom development, production support, implementation, and testing services

- Moved one of US top 10 largest life insurance companies to public cloud, resulting in **CapEx to OpEx cost savings** plus improved agility and flexibility

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Fiserv has been a great partner. They are quick to execute, are collaborative, and have built a strong knowledge of our technology and product functionality. Their execution and delivery meets our quality requirements. Along with their customized solution delivery, it was natural for us to increase the scope and size of the Fiserv team.

VP Engineering
Large Insurance Company