

## Network Services

Networks carry the digital lifeblood of company success. Ensuring network reliability and performance is critical to increasing productivity and enhancing customer satisfaction. Fidelity National Information Services, Inc. (FIS) can help ensure that customers' networks are leveraged to their fullest extent.



FIS provides solutions that utilize leading products and key technologies to meet clients' business requirements. FIS' focus is to enhance clients' connectivity, support use of their products and increase their productivity and efficiency.

FIS provides a full range of network services from beginning to end, including network design, logistic support and implementation, as well as managed services. This ensures clients' networks are optimally configured to enable their products run efficiently and effectively.

### Business Challenges

- The growth of technology in today's businesses makes it difficult to find qualified information technology (IT) professionals with the experience needed to identify and assess the problems often encountered in a growing network environment
- It is expensive and difficult to keep IT staff trained and current on the wide range of skill sets necessary to maintain the variety of network technologies in the market
- Network and system demands change rapidly; adapting to these changes takes numerous resources away from other mission-critical IT functions
- Designing proper network bandwidth allocation and managing network system upgrades are challenges to existing IT personnel
- A greater percentage of company revenue is being generated through methods that place a premium on speed of access and network uptime

### The Solution

FIS effectively addresses these challenges and offers the following features and benefits:

- FIS employs experienced, professional network information technologists who are skilled in short- and long-term projects, allowing businesses to supplement their staff as needed to assess and design networks
- FIS' staff works with a diverse set of network products and technologies, allowing the use of personnel with the network-specific experience necessary to perform network services quickly and reliably, and alleviating the hiring and training process for these skills
- FIS has developed specific processes and methodologies to assess and design a wide range of network technologies, such as wide area networks (WAN), local area networks (LAN) and mainframe connectivity; leveraging this experience gives businesses the confidence to develop networks that take full advantage of the diverse technologies in today's highly competitive business environment

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## Description of Services

FIS' technical and business process expertise is applied to assist clients in evaluating the application of technologies with business solutions, resolving intricate technical problems, evaluating operational environments, managing critical projects, and designing and implementing system solutions. FIS' staff possesses decades of experience and leading-edge technological expertise in network solutions for:

- Mainframe and midrange computing systems and operations
- Open-systems architecture
- Networking technology, protocols and operations
- A variety of third-party software and firmware tools and applications

### Network Services

FIS provides various services related to the technologies and resources surrounding WAN and LAN.

Based on its many years of experience, FIS can assign the requested resources in a timely manner. Services include:

- Network assessments for current and expanding environments
- Network architecture and planning
- Network troubleshooting and rapid repairation
- Open-network architecture planning
- Network conversion (SNA to IP routed, for example)
- LAN infrastructure design and implementation
- Implementation and integration services
- Support of multiple technologies, including frame relay, MPLS, Internet protocol, routed networks, router, switch SNA networks and ATM networks
- General consulting services

### Design Services

FIS gathers requirements, drafts designs, proposes solutions, sets technical direction and manages capacity planning. Then, FIS designs networks that meet clients' requirements, support their needs today and will be able to meet future needs as the company grows.

### Logistics Services

FIS manages the logistical aspects of the network, including ordering transport services from the telecommunications providers, enabling clients to focus on their core business rather than their network setup.

### Implementation Services

FIS orders, installs and tests circuits and hardware; commissions networks; and manages client move/add/changes of applications across the network. Working with the client, FIS experts complete mapping between the application and the user workstation. The extended scope of network services provided ensures client networks are configured to best utilize its products.

## Managed Services

Today's wide area network (WAN) environments involve not only remote locations, but also customers and vendors. Managing networks for performance and reliability has become a mission-critical responsibility. FIS can help.

### Business Challenges

- Customer service strategies and product offerings place a premium on the ability to maintain a reliable network system
- Customers are demanding access to the network 24 hours a day, and an unreliable network system may result in significant revenue loss and decrease in customer satisfaction
- The need to provide end-to-end network visibility for quick problem diagnosis and resolution requires a significant investment in expensive network management tools and skills
- Aggressive merger and acquisition strategies have resulted in an extensive network infrastructure; existing staffing levels and skills limit effective network management
- The ability to effectively reduce the frequency and duration of unplanned network service outages is stretched to the limit

### The Solution

FIS effectively addresses these challenges and offers the following features and benefits:

- As a single-source, managed network services provider, FIS assumes full network management responsibility, freeing technical staff and resources to focus on other mission-critical job functions
- FIS' experienced staff, proven monitoring processes and 24x7 monitoring effectively increase system reliability and reduce network downtime, creating more opportunities to provide quality services to customers
- FIS has the experience and performance tools needed to analyze and plan for future demand by identifying potential network capacity issues and developing a strategy to take advantage of new business opportunities
- FIS is committed to maintaining a staff with industry-leading skills and applying processes and technology that instill confidence in support of current and future business expansions



## Description of Services

FIS provides the control and reliability demanded from an enterprisewide network. By integrating operations and streamlining management tasks, businesses are well positioned to attain higher service levels, thus ensuring a higher degree of customer satisfaction. An ideal solution must be scalable and functional and offer flexible delegation of management responsibility. FIS addresses these requirements by assisting clients in managing their diverse environments and by providing high-quality processes and technology. FIS offers a consistent, integrated solution aimed at reducing the cost of network management while increasing the level of service provided to end users.

Managed services is a turnkey service providing a single-source solution for WAN. It allows companies to focus on their core business while utilizing FIS to provide the corporate network infrastructure support required to remain competitive in today's fast-paced markets. Managed services is a comprehensive suite that includes:

### *Network Management and Monitoring*

- Monitors network health and status
- Provides status of alarms, alerts and events
- Manages enterprise network components, including routers, switches, DSU/CSUs and circuits
- Detects, isolates and controls irregular network behavior
- Dispatches to appropriate service provider
- Manages incidents through to resolution

### *Asset Management*

- Records and manages each router's configuration
- Manages the router software

### *Reporting*

- Incident Tracking – These reports identify type, outage duration, description, quantity and location of reported problems
- Bandwidth Utilization – Average utilization can help determine overall traffic patterns, which can then be used to determine if acceptable bandwidth is available from the service provider
- Router Utilization – These reports indicate congestion points and track load to provide early warning of necessary re-engineering or equipment upgrades



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June 2007  
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