

» Enterprise Messaging Services

Fidelity National Information Services, Inc. (FIS) delivers a common, reliable, enterprisewide messaging solution based on industry-standard platforms and that supports timely and effective electronic communications and collaboration among customers, executives, employees and business partners.



Geographically separated and technically more complex than ever before, today's enterprises must support core business processes that demand reliable messaging services. Diversity of IT solutions due to mergers and acquisitions, coupled with diverse technology strategies employed at multiple business campuses, makes consistent, reliable delivery of messaging services across the enterprise increasingly difficult. The expertise needed to support a variety of messaging services becomes more demanding and expensive as the organization grows. Many companies face challenges in supporting new technology implementation and integration projects, as well as selecting, consolidating and operating a common messaging platform. FIS meets clients' messaging challenges by delivering value through standardizing messaging platforms, leveraging technology and stabilizing cost predictability.

Business Challenges

- Messaging has become a critical, integral part of business processes
- Lack of standardized processes and software integration causes substandard levels of service, and even failure
- Specialized talent required to support enterprise-level implementations is expensive and difficult to retain; keeping a deep bench of talent may not be a business priority
- Virus and spam control to keep employees focused on business objectives

The Solution

- High-volume internal messaging solutions
- Certified IT messaging professionals with certification including:
 - Microsoft Certified Systems Engineers (MCSE)
 - Microsoft Certified Professional (MCP)
 - Novell Certified Network Administrators (CNA) and Certified Network Engineers (CNE)
 - Lotus CLS and CLP
 - Red Hat Certification
 - Compaq/HP ASE/API
 - Cisco Certified Network Associates (CCNA)
- Experience with Microsoft Mail and Lotus Notes platforms
- Committed service level agreements
- Four decades of delivery experience
 - Performance monitoring
 - Change control and incident management
 - Problem and escalation management
 - Disaster recovery
 - Account management, service level management, customer service management and resource management



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Description of Services

Comprehensive Messaging Services:

- Architecture – Design of enterprise-class solutions based on business requirements and technology trends
- Engineering/Design – Detailed design, planning and specifications for upgrades, acquisitions, new systems or new technologies
- Implementation Services – Services that move the designed solution from paper to production, on schedule and on budget
- Management Services – Consistent operational and delivery services to ensure availability of the clients' enterprise messaging solutions
- Technology Partnership – Working together to realize and deliver solutions that support evolving business requirements by leveraging technology, resources and vendor relationships to ensure environments are stable and cost-efficient
- Messaging Strategy and Technology Refresh – Trending, analysis and planning to ensure technology trends are appropriately leveraged

Business Value:

- Service-level agreements and objectives commitments
- Project Support – Simple to complex projects
- Anti-spam – Experience with up to 70-percent reduction in message traffic due to spam, providing significant improvements in employee efficiency and reductions in business liability
- Virus Protection – Up-to-date filters to eliminate threats before they enter the organization
- Stabilization – Continuous improvement of reliability and cost efficiencies through policy creation, management and effective use of infrastructure, systems and storage resources
- Monitoring – 24x7 monitoring of server and network systems to ensure environment stability and reliability
- Backup and Recovery – Backup of messaging data and systems with automated alerting providing validation of backup task completion
- Distribution List Management – Management practices to control usage, creation and maintenance of distribution lists according to business policies
- Capacity Management and Performance Analysis – Reporting and capacity forecasting to ensure the continued health and availability of the environment



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June 2007
CIT03

