



## FIS Profile Global Services

### Leveraging Banking and Technology Experience to Deliver Customer Value

Fidelity National Information Services' (FIS) experienced professionals offer world-class project management, relationship management, customization, technical consulting, educational and implementation-related services. Specifically, FIS Profile Global Services provides a broad range of consulting services to help financial institutions successfully accomplish operational change.

FIS adds value on a daily basis by helping you maximize your investment in FIS Profile software. Our team possesses the requisite knowledge of Profile systems, making our application consultants the best choice for implementation, knowledge transfer, code customization and integration of Profile applications into your IT framework.

This familiarity, combined with a deep understanding of the financial services sector, helps FIS dramatically decrease risk and deliver far more value by providing the best, most up-to-date, maintainable adjustments to Profile software.

From initial contact and throughout our entire relationship, FIS focuses on proactively identifying and facilitating change to operations and technology to improve your revenues and profitability, while carefully balancing your sensitivity to risk.

### Management and Application Services

#### Profile Project Management Office – A Formalized Approach

The Profile Project Management Office (PMO) helps project executives maximize effectiveness. The PMO assists in all aspects of project integration and implementation, providing a central support infrastructure for project management activities. The PMO upholds the theme of repeatability by centralizing all project training and materials to deliver consistent outcomes. In this way, the PMO team develops and maintains project management methodologies, including a collection of lessons learned from resources on active projects to enhance supporting documents, guidelines and templates.

The PMO supplies project managers and project management support to project teams. The PMO also works with the FIS staff to foster consistent management consulting and mentoring skills. Our centralized PMO consolidates activities that help project executives streamline coordination of customer issues, enabling the PMO to take on larger projects and reduce project costs.

#### FIS Global Training Center

Profile project managers follow a standardized, industry-recognized approach toward project training. Endorsed by the Project Management Institute, a global provider of leadership in developing project management standards, this approach ensures a minimum base of learning that all Profile project managers must follow for training and development. FIS also endorses Project Management Professional® certification, the world's most recognized professional credential for individuals associated with project management.



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### **Profile Project Services – Helping You Manage Change**

Profile Project Services consists of a team of project managers, financial industry analysts, application experts and technical support professionals who partner with you to manage change. Profile Project Services supports individual projects and large, multistage programs to meet business objectives as measured in terms of reduced cost/income ratios, increased revenues and decreased business risk.

Profile Project Services also performs implementation activities in support of client acquisition and deployment of Profile software applications such as onshore and offshore testing, business and requirements analysis, deployment and release management and ongoing configuration. Project Services also implements the tools and methodologies to deliver services such as business process reengineering, IT strategy development and deployment, high spot reviews and operations change management.

Profile Project Services starts with developing a clear business understanding of the project scope, defining your problem and identifying risk factors. We then work with your team to create a prototype prior to actual implementation or code development. With a clear step-by-step approach, Project Services delivers solutions quickly and competitively.

### **Profile Relationship Services – Client Focused, Solution Oriented**

At FIS, we measure our achievements based on the strength and sustainability of client relationships. FIS Profile Relationship Services provide prompt, precise resolutions to questions and concerns, while at the same time maintaining the stability of Profile software solutions to deliver outstanding service and performance. FIS' account relationship managers serve as a single resource to key accounts. Their overall responsibility is to maintain satisfaction and customize Profile solutions to meet business goals and ensure continued profitability.

FIS' account relationship managers foster company-wide cooperation and shared responsibility to your long-term success by providing outstanding attention and excellent levels of service. The idea is to help key accounts become more successful at a strategic level to achieve business goals. As part of our ongoing quality focus, our account relationship managers also conduct independent customer satisfaction surveys to measure the success of our efforts, as well as other aspects of FIS' performance. We use this information to continually improve our customer relationships to deliver long term, sustaining value.

### **Profile University – An Ongoing Commitment to Education**

FIS Profile provides a variety of courses to meet the training requirements of our clients, business partners, third parties and employees for all geographic regions. The department's mission is to provide an orientation from both a business and IT perspective in the most cost-effective and profitable manner. We have found that client training reduces critical errors and ensures that problems are fixed as they occur, preventing downtime and maintaining bottom-line operational costs for your institution.

FIS' own IT staff also receives ongoing systems training to ensure that projects are managed proactively instead of reactively, reducing the need for outside support. This increases the number of development projects that can be accomplished in-house, ultimately saving on consulting costs.

Profile education curriculum is designed to meet all levels of knowledge and expertise, such as introductory banking courses to build a strong understanding

of banking functionality and best business practices coupled with Profile system structure and usage. Profile University also includes intermediate courses for associates who have already attended introductory banking courses or who have comparable work experience.

## Technical Services

### Profile Solutions Architecture – Proactive Support

The Profile Solutions Architecture group helps create and enforce a solution-based roadmap to align FIS Profile solutions to your IT infrastructure, ensuring that your long-term architectural vision meets your business goals.

At the start, the solutions architecture team works with your staff to understand the requirements of your environment. They then reconcile conflicting issues to craft a plan that encompasses the appropriate application solution in the development of an ideal vision. During implementation, Profile solutions architects help ease transition issues and ensure that developed processes, layout architecture and plans for conversion adhere to a mutually established project plan. After implementation, the team stays involved, providing thought leadership as experienced consultants to add enhancements or integrate new business requirements into the solution.

Solutions Architecture reduces the total life-cycle cost and schedule of Profile solutions by resolving ambiguity and conflict before substantial work has occurred. By making sure your project stays on track, we maximize your resources and prevent costly re-work. And decreased project time frames reduce expenses.

### Profile Data Conversion Services – Experienced, Performance Focused, and Accurate

FIS recognizes that data conversions require specialized skill. Converting data from foreign platforms requires a combination of deep product and banking knowledge, along with a focus on technical performance and accuracy. That is why Profile Data Conversion Services have been performed by a focused team for more than 15 years. Experience counts. Technical resources well-versed in data conversion will present you with various options for converting data to Profile, while subject matter experts will provide data mapping services for your products. Conversion options include using interim extracts, which allow your institution to provide predetermined formatting files to Profile for conversion via conversion utilities, or using the current files from your processing systems. Mapping to the Profile product set, identifying bad data, verifying integrity, balancing utilities, consolidating customer records and processing efficiency are focuses of the effort. Multithreaded, high-performance conversion processes have performed conversions of more than 14 million accounts at one time into a single Profile production database.

### Profile Enhancement Services – Customizing to your Specific Needs

From custom interfaces with internal or external systems to specialized application modifications, FIS Profile Global Software Services (GSS) listens and delivers. Experienced professionals have designed, developed, tested and delivered processing enhancements and client customization to practically every Profile client in 20 countries over the last 15 years. Our reputation for quality, timeliness and cost-effectiveness is second to



none. Profile GSS is made up of design and technical specialists, covering a broad range of financial industry skills. Whether it is a change to streamline your process flow, customization specific to your financial institution, or integrations of online or batch interfaces with other processing systems, Profile GSS has you covered.

### **Profile Technical Consulting – The Technical Support You Need, When You Need It**

Our flexible approach to providing technical consulting allows you to save money, by spending it only on the services that you need. Whether it's mentoring a large development staff, or simply being available to answer technical questions, Profile Technical Consulting will provide you with what you need.

These services include:

- Technical design services
- Macro and micro code review services to ensure that safe coding standards are being followed and that the processing will scale with high volume accounts and transactions
- Profile connectivity consulting
- Programming services to work as a member of your team for specific projects
- Ad hoc technical consulting

### **Profile Operations Services – Streamlining Operations, Boosting Performance**

Profile Operations Services helps your institution identify, create and evaluate system strategies to support operations and achieve business goals. During implementation, Profile Operations Services works side by side with your database and system administrators to completely review operational procedures. This helps you develop an action plan to streamline operations and realize optimal performance.

As you begin to fully leverage your Profile software solution, Operations Services helps you organize operational processes, improve system performance

and availability and resolve operational issues as they occur. Profile Operations Services works with your operations department to troubleshoot configuration issues and uncover bottlenecks that negatively impact processing speed and efficiency. From there, we help you develop appropriate operational procedures, such as runtime checklists and operations guides to streamline operations and ensure long-term success. Additional operations services such as procedures development, disaster recovery, continuous availability planning, automation, database support, business planning, systems management and customized training are also available.

### **FIS Global Services – Adding Lasting Value**

FIS has the unique ability to deliver lasting customer value by understanding and applying technology that capitalizes on emerging trends, while at the same time delivering software solutions that meet the competitive challenges of the financial services industry. We help you protect the value of your software investment by delivering the following benefits:

#### **Thought Leadership**

The unique market forces that drive financial services pose a challenge to integration efforts. With the banking expertise most IT vendors lack and the technology background missing from many consulting firms, FIS is uniquely positioned to help you develop IT solutions that address business problems specific to today's changing financial marketplace – merging computer systems, frequent compliance requirements and tight profit margins.

FIS employs people with years of experience in retail banking, investment banking and wealth management. In addition, FIS has worked with some of the world's leading financial institutions, as well as renowned, global consulting firms. These sound and sustainable



relationships have built up our knowledge base and our industry intelligence. As channels evolve and companies expand globally, we will continue to widen our skill set to offer more inclusive services.

### **Commitment to Quality**

FIS' commitment to quality is directly tied to our focus on the importance of client relationships. We have formalized our end-to-end client interface and have created new positions to increase our level of service.

FIS' focus on quality is also inherent in the inclusion of metrics and measurements to make sure aspects of each engagement are monitored and compared to ensure success. Post implementation reviews are also performed in all cases. Each part of the services organization has defined quality targets, so quality is also tested and verified annually through independent surveys.

In addition, our FIS staff undergoes comprehensive, in-house training and education on a continuous basis to keep skills sharp. A well trained staff results in greater efficiency, improved technical acumen and increased quality.

### **Increased Efficiency**

Data resulting from every Profile implementation project is collected and recorded in a database. The information is then processed, so it can be shared throughout the services divisions to identify key issues and opportunities. This data is the basis for FIS' development of a broad range of repeatable tools and standardized methodologies that leverage experience gained from previous engagements. Depending on the assignment, this information is reused with subsequent projects to address new problems or areas of concern. The intellectual property garnered through previous assignments or from the experiences of our own people, has resulted in a deep well of industry knowledge to address your institution's problems.

### **FIS Global Training Center**

Profile application and technical courses are conducted at FIS' state-of-the-art facility, where we host client, third-party and employee training from a centralized location that allows full access to FIS' Profile technology resources and personnel.

Classrooms are fully optimized for hands-on computer training and focused sessions simulate real-world use. Classes are held in an environment that is conducive to learning with individual workstations equipped with personal computers that allow fingertip access to Profile's core processing software.



In addition, training guides and in-depth system documentation make it easy for students to recreate what they learn, back in the office. FIS can also arrange to conduct courses at your training facility, when appropriate.

### **Reduced Total Cost of Ownership**

FIS personnel have a superior understanding of the nature of Profile software and how it can be applied. This translates into reduced total cost of ownership for you, as the combined cost of the license and installation/integration services will almost always be less than if competitors were to perform installation or subsequent work. In addition, Profile software that is enhanced by FIS staff will be maintained and factored into future client developments, delivering better protection of your software investment.

### **Accelerated Delivery**

As your customers request new, innovative offerings, we can help you meet changing demands quickly and cost-effectively. By using established templates, sample solutions, vendor materials and industry research, FIS uses experiences learned from past projects to ensure faster implementations that speed ROI. In addition, highly trained application development teams – skilled in the latest tools and technologies – ensure that FIS completes projects on time.

### **Cost Savings**

FIS also offers an offshore software development and testing facility. We take advantage of the cost savings offered by offshore development and pass this savings on to you.

## Vendor Management Expertise

Through our full-service ASP for financial institutions, FIS has years of experience in system implementation and a solid background in vendor management. With this skill set, FIS is well equipped to exert more control over every implementation project, resulting in timely delivery and quality results. For companies that decide to outsource their technology and operational infrastructure, FIS can help you manage vendors as a competitive strategy to quickly get to market.

In addition, FIS has extensive experience with legacy, or line of business, replacement. By coordinating vendors in the field and handling all details of a large-scale integration project, our project managers have the background to lend your company guidance and ensure delivery.

## Effective Communication

FIS assigns a dedicated team of professionals to resolve system questions and to provide timely solutions for reported issues or work requests. You also receive a direct escalation path to FIS management to ensure contractual obligations are met and that all issues are resolved to your satisfaction.

FIS also communicates using collaborative online work tools to provide a single source of project information for all team members. For example, our Change Request Life Cycle provides a means to communicate issues that require resolution through a set of detailed guidelines. Change requests are resolved and then communicated to you through reports and follow-up actions. A daily action review meeting is held to discuss client issues and categorize and prioritize incoming action requests. Monthly project review meetings and frequent reporting at executive meetings – plus concise, targeted, critical path project meetings – keep all players on the same page. Additionally, frequent team meetings prevent backlog and provide a forum for status checks on outstanding issues to enable prompt resolution. Also, quarterly visits are held at your site to ensure complete satisfaction with Profile software and services.

## Helping You Manage Change – Quickly, Confidently, Cost-Effectively

FIS is driven by change. We help you analyze the business requirements that inspire change and we match it with the necessary customizations and services that will best support your investment in FIS Profile technology. As agents of operational change, we devise the fastest, most effective methodologies to facilitate improvements to your operational and technology structure to improve revenues and dramatically increase profitability, at a risk level that is comfortable for your institution. In the process, we employ our in-house consulting expertise to help you manage and accommodate change for the long-term benefit of your organization. By leveraging past implementation experiences and our rich skill set in banking strategy, FIS adds lifelong value, building our mutual relationship and strengthening our commitment to your success.



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