



**FIDELITY NATIONAL
INFORMATION SERVICES**

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Client Services for FIS Profile

The Fidelity National Information Services' (FIS) Client Services teams provide you with quality support in a timely and precise manner, providing prompt resolutions to your questions and concerns, while at the same time maintaining the stability of our business solutions, building a worldwide reputation for outstanding service and performance.

Maximizing the Benefits of the Profile Solution

A software solution is not a solution if it does not work in the real world. The FIS Client Services organization employs skilled and dedicated staff to help clients realize the maximum benefit from their software processing systems. Whether to improve the customer experience, deliver innovative new products over multiple channels, or migrate legacy systems, Client Services offers ongoing support to ensure smooth operations.

With the help of your designated analysts and a dedicated client service team, you receive the help you need to make your technology investment pay off and provide real-world, working benefits on a day-to-day basis.

The Client Services organization is much more than a simple help desk. We combine technical expertise with a dedicated, personal approach to support your technology systems. The Client Services teams employ tested methodologies to research inquiries, establish priorities, escalate critical problems and communicate accurate resolutions to help you successfully utilize full benefit of the system features.

Client Services Teams

Client Services is organized into regional client service teams made up of skilled analysts, programmers and quality assurance personnel. Their positions and roles are focused on exclusive attention to their specific clients inquiries, issues and project related efforts. This approach not only helps expedite issue resolution, it also helps build and strengthen client relationships. Clients gain a high level of confidence in their support team knowing of the commitment and dedication to work together in achieving the business goals and mission.

In addition to regional support teams working with their clients, teams within the Client Services organization are constantly engaged in providing central support across the regions. The main focus of a central support team is to provide additional support to the regional teams when necessary. They also monitor all activities and communicate information and actions applicable across the multiple regions. The central team personifies the 'corporate knowledge center' ensuring additional layers of expertise, support and control.



Software Delivery Configuration and Client Specific Processing Needs

A major appeal of Profile is the flexibility of the processing and reporting capabilities. All clients have realized the benefits of successfully customizing code to meet the rapid and frequent changes in today's market. However, effectively supporting clients in their ever-changing environments requires diligence for innovative process improvements. While research and development culminates in the delivery of major product and technological advancements, compatibility and control analysis must remain steadfast in consideration of our client's unique software environments.

To achieve balance, we embody the system flexibility and the necessary delivery control discipline by decoupling the product development from the client development. This segregation allows us to meet specific client needs within their own software environment. It also isolates product and technology development which can be reviewed for a client as needed, and delivered separately using client specific control and compatibility measures.

Process Flows

Detailed Processes

Client Service teams practice a disciplined approach to problem resolution with a set of focused and coordinated procedures throughout our mutual business relationship. Each issue brought to us is assigned as a "Change Request." Submitted via phone, e-mail or fax, each request contains a description of the problem and is accompanied by documentation and precise recreation steps to help aid problem research and recreation of the issue in the appropriate client directory.

Constant Communication

The Change Request Life Cycle provides a means to communicate issues that require resolution through a set of detailed guidelines. Change request information is regularly communicated to you through reports and follow-up actions until resolution. Additionally, visits are held at your site to ensure complete satisfaction with our software solutions and our overall business relationship.

State of the Art Tracking

All Client Service team analysts log incoming calls into a sophisticated software tracking system to facilitate problem resolution. Daily reports are then generated to make sure each request is assigned to ensure accountability. Each call is researched and resolved in a timely manner. Calls are then "closed" upon resolution, so no critical issues are missed.

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Information Sharing

Central support staff are centrally located in our office in Malvern, Pennsylvania, encouraging group problem solving. A daily Action Review Meeting is held to discuss client issues and categorize and prioritize incoming Change Requests. Additionally, frequent team meetings prevent backlog and provide a forum for status checks on outstanding issues to enable prompt resolution.

Team Attitude

The Client Services team is an assigned and dedicated team of professionals highly motivated to resolve system questions and issues and to provide timely solutions for reported change requests. The team has a clear escalation path to FIS management to ensure contractual obligations are met and that all issues are resolved to your satisfaction.

Committed Resources

The FIS Client Services organization employs a team of analysts and programmers to provide 24-hour emergency support via pager and answering service to resolve critical issues.

Dedicated Client Web site

The client Web site, ClientNet, <https://portal.fnfis.com/clientnet> provides the following information:

- Release notes for core corrections
- Client Input Process (CIP) forum for clients to enter their suggestions for recommended enhancements and provide feedback on the direction of the product by scoring CIP's.
- Profile ACTION subcommittee
- Link to the FIS Web site

Customers for Life

Client Services organization promotes a "Customer for Life" philosophy, actively working with you today, tomorrow – and as long as you have FIS software installed at your site. Our Client Services professionals are focused on helping you leverage the lifetime benefits to be realized from Fidelity software – boosting productivity and promoting a long-term, competitive advantage.

