



Application Service Provider Overview

Seamless Outsourcing for Software Management

Fidelity National Information Services' (FIS) Application Service Provider (ASP) delivers the technical and application expertise, support and security required to activate and manage a robust enterprise banking software platform. This includes support for a flexible Customer Information System, which allows access to a complete customer view. It also allows the use of relationship pricing and combined statements. Support is provided for retail, commercial, savings and retirement account deposits processing.

FIS offers an ASP that is quicker, more efficient, and usually less expensive than if a financial organization manages this task internally. The chief advantage of FIS' ASP for financial services organizations is the freedom to concentrate on attracting and retaining customers instead of worrying about technology. FIS' ASP programmers and analysts configure the customer-centric software according to the financial organization's preferences, in order to market, service and maintain its particular deposit and lending products.

FIS' highly skilled ASP staff focuses on the client's information technology needs at every stage of a product's life cycle. These experts are familiar with and prepared for the many different customer-driven paths an account or transaction may take.

Value of FIS' Application Service Provider

Flexibility – Allows the FIS enterprise banking software to be customized so the financial organization is credited for developing the personalized products and services that customers appreciate.

Scalability – Processes a great variety of high-volume accounts without utilizing an organization's limited computing resources.

Accessibility – Provides virtual "7x24x365" availability for real-time processing of account activity and specific customer service requests.

Compatibility – Interacts with other systems for seamless exchange of information.

Guaranteed Service – Offers assurance by providing a professional staff that understands various types of processing and spends each day working with enterprise banking software to make it better and more responsive.

Continuous Upgrades – Provide new features and functions in FIS' applications before enhancements are readily available to the market. Pending releases are announced in advance for product planning purposes.



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Benefits of FIS' Application Service Provider

Release Currency – FIS' ASP is a development and production environment that allows FIS' clients to utilize the most current release of the enterprise banking software. New functionality is released into this environment multiple times each year without the delay of annual-release tape packaging. There is no more waiting for overburdened information technology staff to get new enhancements loaded. This approach virtually eliminates the technical expenses related to FIS' release upgrades and U.S. federal regulatory compliance.

Leveraged Staff – Since FIS' ASP reduces the impact of large resource-intensive software upgrades, clients can focus on strategic business initiatives instead of lengthy software upgrades. Additionally, the FIS deposit system operates in a shared environment that leverages the technical staff at an optimal level. FIS assumes the risk of maintaining, recruiting and training scarce technical talent in today's competitive employment market. Clients no longer have to be concerned with headhunters hiring away key technology staff.

Increased Technical Efficiencies – FIS has instituted a best-of-breed software development model. Enhancements and customizations are integrated back into the base software, reducing on-going support costs. Because business cases are developed for all enhancements, the system continues to add incremental value to a client's business over time. The people who developed the application, not just someone who runs it, provide application support.

Leveraged Application Support – FIS' ASP provides application analysts to assist with questions, problems and requests for new functionality. The assistance provided includes comprehensive information about system workflow. Clients can concentrate on their goals and initiatives rather than application-related issues.

Disaster Recovery – Complete disaster recovery services are provided in this environment. Disaster recovery tests are performed each year, ensuring that system availability and application information remain intact. There is no more worrying about what will happen to the system or data if a disaster strikes.

Industry Vision and Insight – The FIS enterprise banking system offers clients the opportunity to participate in future enhancement activities with FIS or with other clients. Through discussion channels, clients are always aware of future enhancements, U.S. regulatory updates and industry trends, and share in the intellectual capital of both FIS and its existing client base.



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