

» Application Training Services

Optimizing Your Investment

Fidelity National Information Services, Inc. (FIS) has an Application Training Services organization that uses a tried and proven methodology for designing, developing and delivering customized training solutions for implementing new software systems. FIS' service decreases implementation time, increases workforce efficiency and improves its clients' employees' ability to deliver quality customer services. Through an interactive process with the client's management, FIS develops a training program to specifically meet the organization's business objectives. End users who are well well-trained on the applications are prepared to use the financial organization's systems to cross-sell customers and reduce the time spent researching and satisfying customer requests.

A Variety of Approaches to Meet Specific Needs

FIS' Application Training Services organization has extensive expertise in assessing, designing, developing and delivering training programs geared toward clients' businesses. FIS can leverage its own resources, as well as those of its clients, through proven strategies, products and services designed to meet clients' needs. The FIS training organization provides technical, feature/function, and end-user training and materials that support all the primary FIS host- and client-server applications. FIS offers:

- Regularly scheduled formal classes
- Specialized training programs and materials to meet clients' specific training needs
- Training-related services to help clients define their needs
- Customized training vehicles for ongoing end-user training
- Train-the-trainer programs for clients' staff to provide ongoing training after software implementation

A Strategy for Success

FIS' extensive experience in the training arena has resulted in the development of a multiphase training management service that has proven to be highly effective in training financial services employees around the world. The proven FIS strategy is a two-component training solution: One solution addresses course offerings for project team members; the other addresses the training requirements for the end users.



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Project Team Training – The client’s project team members will require an overview of the features and functions of the FIS applications from a decision-making perspective and an overview of the technical issues for implementing those decisions. Classes are delivered early in the conversion process to provide the client’s project team members with the information they need to make decisions about their use of the applications.

End-User Training – A few weeks prior to conversion, the end users will require training on the applications as they will be used in the client’s work environment. Since this is a customized solution, the following project phases may be required:

- Training design assessment
- Training planning session
- Audience training analysis
- Training design support and material development
- Train-the-tester education
- Train-the-trainer, train-the-expert, and direct end-user education
- Ongoing training strategy

Through an interactive process with the client’s management, FIS develops a training program to specifically meet their client’s business objectives. This process helps the project team make better decisions and effectively customize and use the FIS software. End users who are well-trained on the applications are prepared to use the system to cross cross-sell customers and reduce the amount of time spent servicing customers.

The results of this training strategy have a direct impact on cost reduction and increased efficiency throughout the organization. Management is up to date on the high-level issues and the capabilities of the applications. Customers, employees and managers are more satisfied with the enterprise.

FIS’ unique ability to blend financial services experience, information services knowledge and training expertise into an individualized solution truly makes its Application Training Services organization the clear-cut choice for clients’ specific training needs. The use of FIS’ training services enables clients to optimize the efficiencies of their software investments for both customers and employees.



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