

Delivery Approach

In addition to recommending the “best-fit” services, FIS also evaluates the delivery approach for each client’s situation. Delivery approaches include:

- Managing the client’s IT operations in an FIS technology center
- Managing the client’s IT operations with equipment at the client’s facility – FIS professionals can work onsite or remotely
- Co-locating the client’s hardware into an FIS technology center, with the client continuing to manage the IT operations

Industries Served

FIS can provide services to any industry, including:

- Advertising
- Automotive
- Consulting
- Education
- Financial services
- Government
- Healthcare
- Insurance
- Legal
- Manufacturing
- Retail
- Software
- Telecommunications
- Transportation services

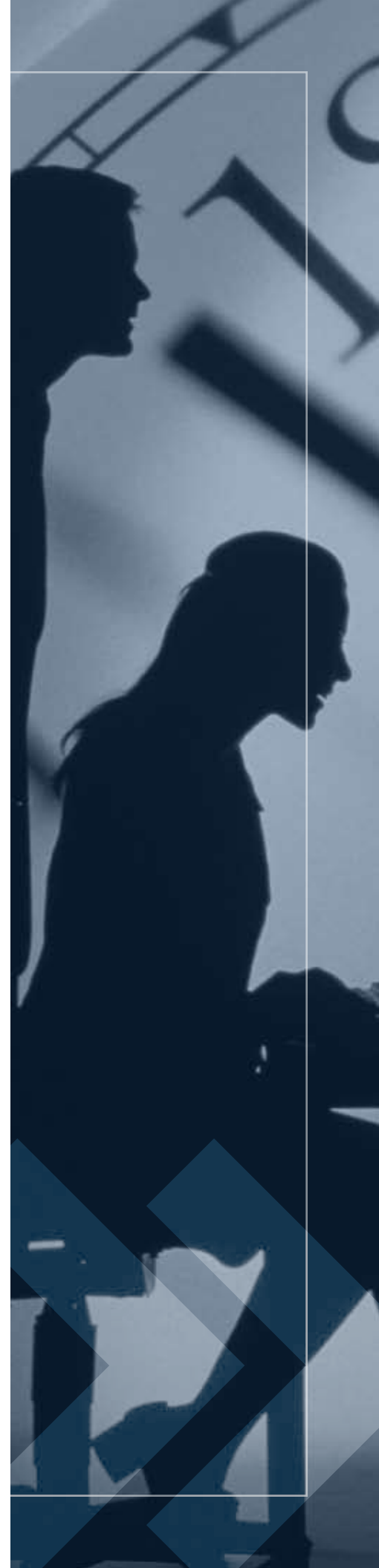
The Power Behind the Solution

With superior technology professionals and multiple data centers across the country, FIS is poised to meet each client’s needs. FIS processes more than 50 percent of outstanding U.S. mortgages each day, more than 23 million financial accounts each day and more than 3 million transactions per hour. A member of the Standard and Poor’s (S&P) 500® Index, FIS provides services remotely or onsite, worldwide. FIS has been ranked the number one banking service provider in the world and the number two overall financial technology provider in the annual FinTech 100 rankings, sponsored by *American Banker* and the research firm Financial Insights.



**FIDELITY NATIONAL
INFORMATION SERVICES**

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Commercial Technology Solutions

For more than 40 years, Fidelity National Information Services, Inc. (FIS) has helped companies in diverse markets meet strategic business goals by delivering innovative business solutions tailored specifically to meet their needs.

What Is Commercial Technology Solutions?

FIS works with clients to select information technology (IT) services that best align to the clients' strategic business objectives. FIS' independence from hardware and software vendors promotes nonbiased technology recommendations. FIS and the client then design a unique solution to address specific business needs.

Solutions range in scope from consulting engagements to application development projects and from operations support for a single software application to managing the complete information technology infrastructure for an organization. FIS offers flexible technology solutions to meet any challenge, large or small, regardless of the service, technology or delivery model. FIS customizes the solution to meet the needs of any size company – from a small business to a Fortune 500 company.

FIS utilizes a proven standard process to analyze a client's current and future business needs. From this analysis, FIS establishes a technology strategy, implements a solution and delivers ongoing support.

Benefits

By partnering with FIS, clients immediately benefit from the strength of a sustained technology company and its technology expertise and skilled employees. Clients can expect to quickly realize benefits that include:

- Cost savings
- Greater focus on strategic business objectives
- Improved service levels
- Increased revenue growth
- Reduced capital expenditures
- Regulatory compliance

Solutions

FIS offers a full spectrum of services from which appropriate services are selected and tailored into a solution that meets a client's technology needs.



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Managed IT Services – FIS actively manages the data center operations, which may include the management of hardware, operating systems, and peripherals; operating system administration; backup and recovery; and service availability. Application management and support may be provided by FIS or the client.



Networking Services – FIS provides a full range of solutions for voice, wireless and data that utilize leading products and key technologies. By extending and leveraging existing infrastructure, FIS can design networks, support logistics, implement network solutions and deliver managed services, focusing on enhanced connectivity and increased productivity and efficiency. FIS also installs and operates complex telephony systems that utilize Voice over Internet Protocol (VoIP) technology. Due to FIS' experience in managing large call centers fronted by integrated voice-response units that perform true voice recognition and employ skills-based call routing, clients can expect cost-effective solutions that improve customer service levels.



Messaging Services – FIS offers a common, reliable, enterprisewide messaging solution based on industry-standard platforms. This service supports timely and effective electronic communication and collaboration among customers, executives, employees and business partners.



Security Services – FIS offers a comprehensive enterprise security program that assures the integrity, confidentiality, availability, and control of both company and customer data.



Help Desk Services – FIS provides LAN/desktop technology support for hardware and software used by the client's employees.



Hardware and Software Acquisitions – Clients leverage the purchasing power of FIS, which purchases several hundred million dollars of technology hardware and software annually. FIS can recommend technology solutions that effectively support future business needs with the most efficient investment.



Professional Services – FIS backs up its broad spectrum of IT and application development, with powerful professional services. This team of knowledgeable consultants provides end-to-end project and development support, staff augmentation and strategic consulting based on your needs in such areas as operating systems, transaction systems, security, environmental software, application software, application tuning, capacity planning, benchmark testing, and conversion and implementation services.



Business Continuity and Disaster Recovery Services –

FIS consultants help create a disaster recovery plan, customize a suitable recovery environment and periodically exercise the disaster recovery plan to prove its accuracy and viability. FIS also assists clients in assessing and managing the risks they face due to a business disruption or disaster.



Leasing Services – Using FIS' leasing services, clients acquire technology at the time they need it while maintaining low, predictable monthly costs.



Document/Imaging Services – FIS provides a comprehensive range of document conversion services that meet the needs of paper-intensive industries.



Software as a Service (SaaS) – FIS offers a comprehensive set of services for software vendors who are offering their product solutions as a service. Combining the expertise and experience in providing ASP offerings for more than 40 years and in application development, FIS is the right choice to support SaaS models from inception to maturity.



Hosting Services – FIS offers a variety of hosting solutions to optimize your business performance. FIS' Managed Hosting Services, Co-Location Services and Web Hosting Services are designed to offer the flexibility to meet your unique business needs today and in the future. Clients can co-locate and manage their computing assets in one of FIS' hardened data center infrastructures, gaining the benefits without the expense of world-class data center infrastructure. FIS also provides highly available and secure Web-hosting services to meet the needs of e-commerce and online businesses. FIS' managed hosting includes the data center, network, security, storage, help desk and managed application services. Service-level agreements ensure business needs are met and FIS' commitment to quality exceeds expectations.

