



Profile Education Services

Maximizing Your Technology Investment

The performance of FIS solutions is rooted in technology; however, it is the people part of the equation that ultimately determines the overall success or failure. Whether you are a client, third-party vendor or business partner, a clear understanding of our systems and how they operate will maximize your investment in the FIS Profile software.

Time and again, training and education translate into significant productivity gains for your institution – with an impressive impact on the bottom line. Profile Education Services provides training that equips your employees with the skills and knowledge necessary to leverage the best possible benefits from your FIS software system – your success is our top priority.

As a critical element of every project, FIS conducts a training needs analysis to ensure that the appropriate combination of application and technical courses are included in your training curriculum. This analysis helps you to meet respective knowledge levels based on employee job requirements. Attendees can also choose courses based on their individual education objectives. The training curriculum is designed to cover all system components and technologies needed to meet your business objectives. The training needs analysis focuses on two main areas– application training and technical training.

Application Training

Application courses cover a broad spectrum of topics focusing on the configuration and servicing of the FIS software solutions. The courses are designed to allow for a smooth learning progression through a range of business-related topics with flexibility to allow attendees to participate in consecutive courses. Application courses are comprised of a series of lectures and hands-on exercises and are available to attendees with varying levels of experience. Configuration courses provide the knowledge to design and configure deposit and lending products. Servicing courses teach attendees how to service a financial institution's customer, asset and liability account bases, as well as transaction processing.

Technical Training

Technical courses focus on a range of key, technology-related topics. The courses provide information focusing on the installation, management and customization of the FIS suite of software solutions – each course building on the information in the previous course. Technical courses include both lectures and hands-on exercises and are available to attendees with varying levels of experience. The courses are designed to provide the knowledge and skills to perform a number of tasks related to operating system administration, database administration and custom code development.



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Training to Meet Many Needs

FIS offers a variety of training programs to meet your needs. Whether you are training employees for the first time or offering refresher courses to keep your staff up-to-date, our classes instruct your employees on how to use, manage and support the FIS Profile software. We employ a training approach designed to teach students using the actual software – providing them with the knowledge and the know-how to use FIS solutions in real life situations. With your assistance, we help match the roles and responsibilities of your personnel with the appropriate course curriculum. Our application and technical courses can be geared to accomplish the following educational needs.

Legacy Replacement Training

Institutions undergoing a legacy conversion project can use the FIS training to orient business units, IT staff and client training departments on the operation of new, modernized systems.

Upgrade Training

Upgrade training educates employees on new software features, so they can immediately implement updates and take advantage of the latest enhancements. Upgrade training is highly customizable and can be tailored to meet employees' unique skill levels.

Train the Trainer

Provide your trainers with the FIS application software skills to train your own end-user community. Education Services provides your training team with the necessary base skills to use FIS software and provides ongoing knowledge transfer to help your staff develop in-house resources. Education Services also provides backup support and assistance in delivering end-user training sessions.

Procedures Development

Because procedures are an integral part of your daily operations, Education Services helps you develop standard procedures related to FIS software and partner software applications. These procedures support end-users in your call center, branch and bank departments, as well as IT operations. The procedure documentation template is formatted for ease of use and understanding, with step-by-step instructions supported by screen samples.

This approach to formatting and organizing training materials makes the amount of presented information less intimidating and easier to maintain when updates are needed. Technical writers work closely with your staff throughout the procedures development process to ensure that the information is accurate and meets your needs. These procedures have proven to reduce the amount of time necessary to train end-users and serve as a permanent guide to ensure processes are consistently documented and followed.

Values and Benefits

The FIS Profile Education Services provides knowledge from both a business and an IT perspective, helping you get the most from installed FIS software

solutions. Maximize your technology investment by taking advantage of the FIS education resources.

Increased Efficiency

IT departments comprised of well-trained staff require less people to get the job done, increasing technical acumen and efficiency. In addition, better training ensures that your business analysts can capitalize on timely market information to get products to market quickly and easily.

Lower Support and Development Costs

Better training reduces critical errors and ensures that knowledgeable staff can quickly fix problems as they occur, preventing downtime and maintaining bottom line operational costs. Well-trained, IT professionals and software developers who receive ongoing training of FIS systems can manage projects proactively, instead of reactively, which might require outside support. Decreased reliance on outside support means more development projects can be accomplished in-house, ultimately saving on consulting costs.

Cohesive Business Strategies

By taking advantage of both application and technical training, you ensure that your business and IT staff will possess a similar knowledge of the FIS systems and their range of capabilities. This increases the ability of two groups to work together to achieve common objectives and streamline new product development.

Proven Return on Investment

The benefits of training far outweigh training costs. By investing in the people who will help grow your company today, you are committing to your institution's future success. In addition, your employees will greatly appreciate learning skills that will make their lives easier, providing important motivation for professional growth.

Course Registration

Application and technical courses are conducted at the FIS Global Training Center located in Malvern, Pennsylvania. This state-of-the-art facility hosts client, third-party and employee training from a centralized location that allows full access to the FIS technology resources and personnel. Classrooms are fully optimized for hands-on computer training and focused sessions simulate real-world use. Our environment is conducive to learning with individual workstations equipped with personal computers that allow fingertip access to the FIS core processing software.

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

To arrange a specific Profile course at the Global Training Center or your facility, contact the Training Coordinator at 610.578.4232 or your Account Relationship Manager.





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