



# Application Service Provider Overview

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Fidelity National Information Services' (FIS) Application Service Provider (ASP) delivers the technical and application expertise, support and security required to activate and manage FIS Profile, a robust enterprise banking software platform. The state-of-the-art ASP facility, located in the heart of Toronto's financial district, is operated and managed by FIS' Canadian division.

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 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 FIS Profile to be customized so the financial organization can develop 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 FIS Profile to make it better and more responsive.

**Continuous Upgrades** – Availability of new features and functions before enhancements are readily available to the market. Pending releases are announced in advance for product planning purposes.



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## Benefits of Processing with FIS' Application Service Provider

**Release Frequency** – FIS' ASP is a development and production environment that allows FIS' clients to utilize the most current release of FIS Profile. New functionality is available in this environment multiple times each year. 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.

**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 software 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.

**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. Application support is provided by the people who developed the application, not just someone who runs it.

**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** – FIS 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 and industry trends and share in the intellectual capital of both FIS and its existing client base.

**Canadian Market Knowledge and Experience** - FIS' state-of-the-art ASP facility and office of dedicated industry experts are located in the heart of Toronto's financial district. FIS understands the Canadian market, based on years of working alongside our leading Canadian financial institution clients and our integration and consulting firm partners.



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