

FIS Global Solutions BPO

Outsource. Enhance. Improve.

The FIS Global Solutions team is uniquely positioned as a strategic partner – offering global delivery solutions that help you to achieve your business goals, and leverage the experience of IT professionals and business process experts, to drive significant annual operational savings with customized rightshoring solutions.

The FIS Global Solutions Business Process Outsourcing (BPO) team has over 30 years of outsourcing experience and more than eight years of offshore experience. Outsource solutions by FIS™ provide operational efficiency and save your organization money.

Global Solutions Overview

Global Solutions, a division of FIS, has built a successful track record supporting the customer service and information technology needs of leading financial services companies. FIS locations in the United States and India afford clients the opportunity to take advantage of “rightshoring” solutions based on specific business needs. We provide options that combine onshore and offshore support to balance service needs while maintaining our clients’ budget requirements.

What is BPO?

BPO is a process in which a company delegates some of its in-house operations/ processes to a third-party while maintaining ownership and ultimate responsibility for the process. FIS Global Solutions provides specialized services to companies that allow them to outsource specific business functions, such as customer service or accounting processes, to help them enhance their operating performance while maintaining and improving customer service levels. This allows your financial institution to invest more time, money and human resources into core activities and building strategies, which fuel company growth.

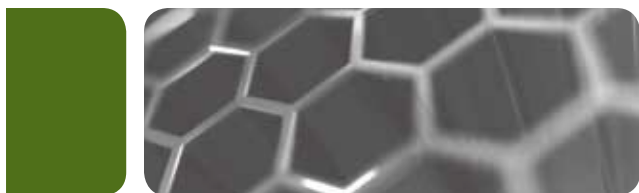
FIS BPO general capabilities:

- Onshore, offshore or a combination
- Customer service – both voice and non-voice
- Back office processing
- Knowledge process outsourcing
- Business intelligence support

Back office capabilities include:

Benefits of Business Process Outsourcing:

- Improve existing employees’ efficiency
- Employ skilled manpower at affordable prices
- Offer competitive products and services
- Improve processes and productivity
- Decrease operating costs



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- Account support and maintenance
- Back office customer service
- Chargeback/dispute processing
- Application and order processing
- Item/remittance processing
- Mortgage processing
- Document management and tracking

Contact center capabilities include:

- E-care/e-mail customer service
- Web chat
- After hours/seasonal support
- Collections/receivables management – check, deposit credit or loan accounts
- Card activations
- Inbound and outbound customer service

Knowledge processes capabilities include:

- Advanced analytics
- Fraud alert management
- Case management

Business intelligence capabilities include:

- Six Sigma®-led process improvement
- Decisions analytics
- Training and process documentation

Examples of types of processes that companies outsource:

- Large groups of people performing repeatable processes, typically considered time consuming or resource intensive
- Simple to complex processes that need to be

reengineered or consolidated

- Processes that are considered non-core to their business
- Functions that can be performed after hours or overnight

Benefits of BPO with FIS

FIS is a financial services company that offers outsourcing – not an outsourcing company offering services to a financial company. Our experienced staff can help your institution with back office, contact center, knowledge processes and business intelligence solutions.

- Domain expertise
 - Unmatched process and delivery expertise within the financial services industry
- Trusted relationship
 - Ability to leverage long-term, trusted relationships
- Solutions flexibility
 - Business and technology process expertise to support FIS and third-party products and processes
- Rightshoring options
 - Flexible delivery options combining onshore and offshore resources
- Business transformation
 - Process and industry specialists to improve and transform business and technology processes

Enhance your business today

For more information about FIS Global Solutions BPO, call 1 877 482 8786 or visit www.fidelityinfoservices.com.

Go to fisglobal.com

