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FIS Global Commercial Services

Enterprise Application Services

The need to stay relevant in the competitive landscape and to be able to deliver on the brand promise, enterprises are now more focused on changing priorities of the customers than ever before. With the advent of   Gen X.O technologies to enable this transition, innovation laden with speed and agility drives success for marketers, developers and businesses.

New game requires new rules

EMBRACE APPLICATION DRIVEN INNOVATION

In the rapidly changing business environment across industries, the need for digital transformation dominates the very core of boardroom meetings. The need to stay relevant in the competitive landscape and to be able to deliver on the brand promise, enterprises are now more focused on changing priorities of the customers than ever before. With the advent of Gen X.O technologies to enable this transition, innovation laden with speed and agility drives success for marketers, developers and businesses of today.

Fueled by digital innovation and differentiation initiatives, demand for application development is higher than ever before. Focusing on organizations with 500 or more employees, an industry survey conducted this year found that 42% have 10 or more apps planned for delivery in 2018. Twenty-one percent have 25 or more apps planned in 2018. Larger companies tended to have even more ambitious targets, with thirteen percent of companies with over 10,000 employees said they planned to develop 100 or more apps in 2018, compared to just 8% of companies with between 500 and 5,000 employees[1].

In the modern-day scenario, almost every company is in the software business because innovation and differentiation don't come from one-off, off-the-shelf packaged solutions, but by high-speed experimentation and customization of the market offering. Atypical of the industry, the road to success is set in motion by first identifying the potential areas/processes that needs optimization. The applications that are directly used by customers and business partners sits highest in the development priority of companies, closely followed by the ones that supports internal processes and operations, including analytics.

FIS, with it's five decades of focused experience in Fintech domain offers end-to-end application development services with a qualitative depth of 600+ ready-to-implement curated solutions. In sync with customer's behavioral patterns, we embark on the 360 degree delivery cycle with facets around custom application development, maintenance & support, testing & assurance and digital development services.

With a global base of 20,000 clients, we partner to provide high-quality, flexible applications that are easy to maintain, modular, reliable and secure, enabling businesses to sustain their competitive advantage and are compliant to their ever-changing requirements.

FIS' value cycle empower the clients with an amalgamation of benchmarked methodologies, tools, platforms and disruptive technologies to deliver on the promise of digital transformation.

[1] Industry Survey: Top 5 Application Development Trends in 2018

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Helping customer delivering on

RELENTLESS DEMAND OF CUSTOMIZATION

FIS offers a unique blend of technology and domain expertise to deliver on the promise of enterprise-wide digital transformation services. With it's proprietary engagement model, FIS provides custom solutions to address the IT and infrastructure alignment issues viz-a-viz changing buyer preferences. As a comprehensive service provider, we enable businesses with application development and management, testing and quality assurance, business intelligence solutions, and system integration and analytics to help them sustain their competitive advantage in the marketplace.

MAINTENANCE AND SUPPORT
- Product, app patches, service packs
- Level 2 and 3 support
- Database monitoring
- OS administration: Windows, Linux
- AWS environment management

APPLICATION DEVELOPMENT
- Custom application development
- App re-engineering: Technology migration, componentization and re-factoring
- Enterprise product development

TESTING
- Manual testing
- Automation testing
- Performance testing
- User acceptance Testing

Enterprise Application Services

DIGITAL DEVELOPMENT
- Application development for digital channels: Web, mobile devices, etc.
- Connecting legacy systems to digital channels

FIS Enterprise Application Services: A Portfolio Snapshot

The FIS Methodology

FIS has developed a comprehensive approach aimed at risk-free transition with minimal business disruption. This approach has been honed based on our experience dealing with complex transitions in the past and is conducted in four pre-defined phases; planning, knowledge transfer, shadowing and reverse shadowing. FIS provides year-on-year 10 percent productivity improvement for application development and maintenance services through stabilization & costs reduction, improved & optimized operations and innovation initiatives

i. Stabilization and costs reduction

a. We help you stabilize your environment and reduce application costs, both from the standpoint of labor and total cost of ownership. We align IT service levels with business priorities, this is enabled through a reliable, trusted delivery from day one, with ongoing delivery and improvements over time to drive greater productivity, quality and cost savings

ii. Improved and optimized operations

a. We engage with businesses to improve and optimize operations. We continuously look for opportunities to drive greater business value from existing your application landscape

b. Automation - Reduce manual effort by automating re-occurring   maintenance   activities,   increase   test automation

c. Recommended changes to release management and implemented new release procedures

d. Knowledge management initiatives

iii. Innovation

a. Increase speed to market through agile development

b. Supporting new business initiatives with technology innovation

c. Integration Optimizations

Advantage of cost reduction
LIES IN OPERATIONAL STREAMLINING

SUCCESS STORY

FIS' Prepaid Solutions operations required optimization of quality assurance resources by moving into a global delivery model. Experts from Application Services team customized the QA process to align it to globally distributed team

Automation-led efforts reduced regression testing time by 75 percent
Delivered the expected cost savings and also leveraged trained junior resources as part of the team composition

WHY FIS

Diverse Solutions: FIS offers a blend of pure play RPA technologies, AI based in-house solutions, reselling relationships and advisory capabilities.

Operations and Process Transformation: for large engagements driving significant cost savings to clients

Adaptive Engagement Model: FIS offers a variety of engagement models from co-sourced or managed service COE model, to providing guaranteed outcomes

Be-Spoke Solutions: Ability to bring together machine learning, autonomics, BPM and core development skills to build platform based solutions that address industry challenges

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