FIS

Application Development and Maintenance

Digital Development Driving Future Growth and Efficiencies

Becoming a digital enterprise requires far more profound changes than merely investing in the latest digital technologies. Companies search for new business models, fundamentally rethink their operating models, revamp how they attract and foster digital talent, and create strategies to implement and sustain digital culture across all processes, with an aim to increase profitability and efficiency

Driving Intelligent Enterprise
THROUGH DIGITAL DEVELOPMENT

Digital development is the application of technology to modernize business processes, activities, models and strategies with the intent of making the company more competitive and profitable. The intelligent enterprise refers to a company that has fully embraced major emerging technology concepts, such as machine learning, artificial intelligence (AI), internet of things (IoT) and distributed computing, and is now prepared for any future technology trends. It adopts all these technology concepts to drive deeper connections between data and business action in a scalable, highly intelligent and cost-effective manner.

Digital development affects the whole organization, thus making it important for all aspects of a business to work holistically to understand how it can benefit them and help their business to evolve and become more efficient, as well as provide new ways to support business customers and ultimately provide a better customer experience.

Many of todays established organizations are dealing with the complexity of grabbing new digital products and services along with the renewal of their legacy products to develop a common set of core capabilities while moving ahead in the digital development journey.

Organizations biggest obstacles in achieving success with digital business initiatives include lack of sufficient budget, lack of staff and/or correct skill sets, the need to replace legacy systems, and cultural issues. This underscores the huge business and cultural challenges that must be overcome to begin implementing digital development journey.

FIS' digital development strategy works on key principles like customer engagement, personalization, trust, relevance and wellness. Our innovation labs foster the continued development of FIS' disruptive digital and mobile capabilities. These iLabs are designed for idea sharing that shortens time-to-market on new applications and further our efforts to create digital experiences that drive positive, rewarding relationships between our clients and their customers.

We provide industry leading digital solutions that keep our clients competitive, help them grow sales and increase engagement, enhance security, expand real time offerings, enable data driven marketing and analytics, thereby creating operational efficiencies.

IT leaders are making steady and sequential progress to becoming digital-first organizations – though not at the same breakneck speed that the technologies themselves are proliferating. For many organizations, the foundational pieces are in place, and they're actively working on adopting newer technologies like AI and IoT. But successful digital transformation will also require equal attention to change management and workforce strategy for the entire organization

IDG

Integrating And Executing

DIGITAL FIRST APPROACH

Organizations have already started implementing a digital-first approach to business processes, operations and customer engagement. Some are in the integration process of making operational and technology changes throughout the enterprise, and others are executing their digital plans and making process, operational and technology changes on a department and business unit level. Majority of organizations expect to improve process efficiency through automation, create better customer experiences and improve employee productivity.

FIS' digital capabilities enable organizations to connect with their customers and accomplish key business objectives like increasing contact deflection from voice to digital channels, reduce time to handle contacts, deliver cost reductions and guaranteed efficiency gains and strengthen institution's customer experience and brand image. FIS' global team of strategists, innovators, creatives and solution architects keep its clients at the forefront of innovation.

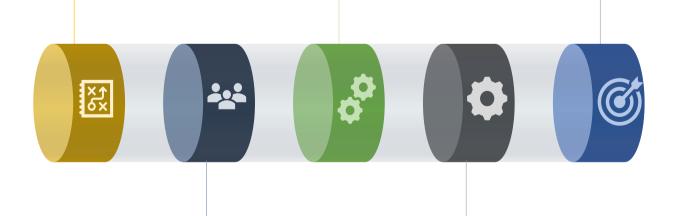## FIS Digital Service Offerings

Strategy & Innovation

- Digital Roadmap
- Business Case Development
- Operating Model Definition
- Organization Design
- Platform Innovation
- Capability Benchmarking

Product Development

- Proposition Development
- Business Process Design
- Solution Architecture
- Application Development
- Systems Integration
- Security Architecture

Intelligence & Analytics

- Predictive Modelling
- Text Analysis
- Data Visualization
- Personalization
- Smart Offers

Customer Experience Design

- Customer Journey Mapping
- User Experience
- Visual & Interaction Design
- Branding
- Service Design
- Customer Experience Testing
- Prototyping

Testing and Quality Assurance

- Test Strategy
- Test Governance
- Test Scripting
- Test Automation
- Test Execution

Digital platform strategy, iteratively informed from both market and internal factors, drives the future of FIS digital platform evolution

Implementing Digital to Transform

BUSINESS INTO AN INTELLIGENT ENTERPRISE

WHY FIS

FIS has strong engagement models catering to efficient customer engagement, personalization, trust and relevance

Possesses multi channel extensible frameworks and customization, consistent congruent data, integrated service management and device relevant capabilities and applications

FIS leverages tools to maximize solutions like adoption marketing, client scorecards, solution roadmaps, solution webinars, solution training, user and client conferences

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