



FIS APPLICATION SERVICES

End-to-end application management and support for FIS and non-FIS products

ARE YOU CLOUD READY?

Embracing a modern, cloud-native application strategy drives efficiencies, reduces costs and provides you with the flexibility and scalability to adapt to rapidly changing business needs.

"Cloud-ready" can be defined as the seamless integration of applications with cloud-native technologies and infrastructure.

Cloud-nativity can be achieved in the following ways –

- 1. Migrate traditional on-premises environments/ applications into public cloud**
- 2. Receive cloud-native, business critical Platform as a Service (PaaS) from trusted third-parties**
- 3. Migrate traditional on-premises environments/ applications into a hybrid cloud, consisting of third-party hosted cloud, PaaS, or a company's own cloud instance**

Whether you're transitioning from on-premises to public or hybrid cloud environments, or adopting Platform as a Service (PaaS) solutions, each path presents unique complexities in data management, operations, and development.

APPLICATION SERVICES – MARKET FORCES

Through 2025, **70% of organizations will use service providers** to scale up their efforts to **innovate through digital transformation efforts.** (Gartner)

By 2026, **90% of large organizations** will have **engaged external service providers** to **migrate applications to the cloud**, up from 53% in 2020. (Gartner)

“Companies that have seen the **benefits of agile development** are now bringing **agile thinking to application management and even business operations**”
(ISG Provider Lens Next-Gen ADM Services Report)

The Benefit of an Application Services Partner

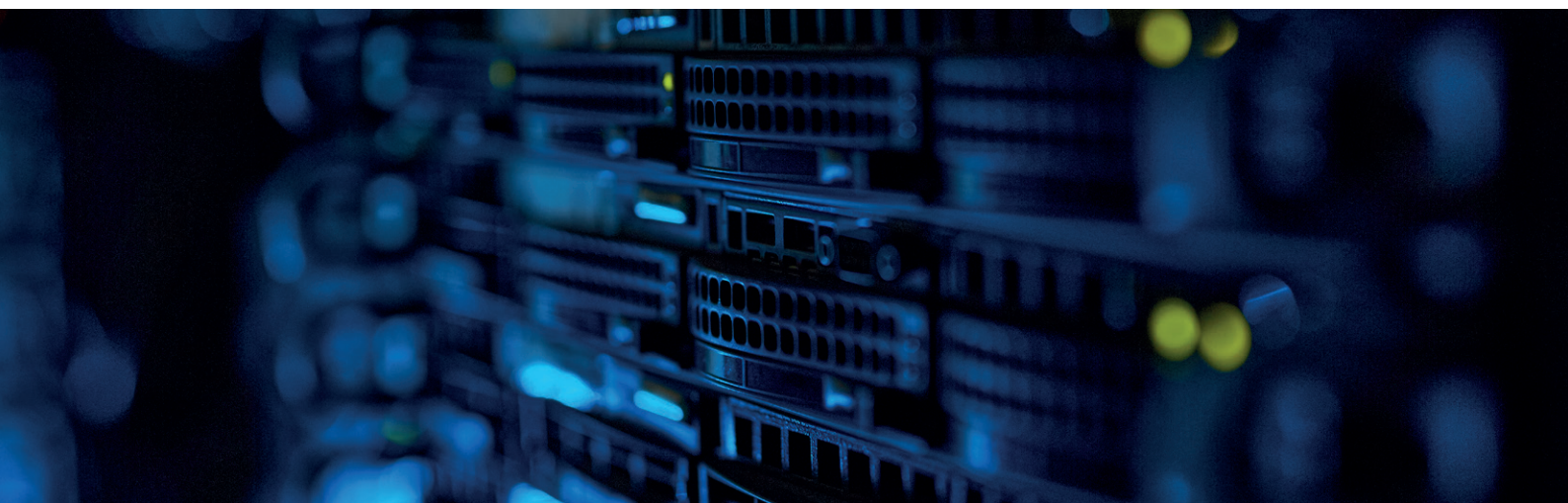
With a trusted partner by your side, you can take advantage of the latest application innovations and explore new ways to solve your critical business challenges while relying on your partner to alleviate the pressure and cost of daily application management.

How do I truly modernize my business? What is and isn't ready for the cloud today? Am I using the cloud to its fullest potential? What does it mean to be “cloud-native,” and how do I get there?

As a trusted Application Services provider with decades of expertise, FIS® answers those questions and more.

From strategy and planning, to modernization, and all the way through ongoing management, **FIS Application Services** delivers comprehensive support for the entire application lifecycle.

Integrate and modernize your new and legacy applications into flexible, agile architectures that improve performance and drive market growth. Let us help you put market speed and cloud-nativity at the forefront of your business strategy.



What is FIS Application Services?

As enterprises are looking for a partner that can drive innovation and enable competitive advantage, FIS is answering the call. With more than 50 years of experience developing and maintaining software and providing outsourcing services, we've built over 450 solutions serving more than 20,000 clients in 130 countries.

Vendor and technology agnostic, with specialization in multisystem integration of FIS and non-FIS environments. Accelerate time to value and mitigate risk using our planned approach to successfully integrate new or upgraded software and systems into your existing workflow, whether they be custom-built or provided by a third party.

Utilizing Agile methodologies and a SAFe delivery framework, we provide the full spectrum of end-to-end services for the entire application life cycle:

STRATEGY & PLANNING	APPLICATION MODERNIZATION	DATA ENGINEERING	APPLICATION DEVELOPMENT & MAINTENANCE	SYSTEM INTEGRATION
<p>Digital transformation</p> <ul style="list-style-type: none"> Application portfolio rationalization (cloud or optimization) Cloud readiness assessment (platform-based custom solution) Cloud migration strategy (hybrid approach) Actionable data insights 	<p>Execute cloud strategy</p> <ul style="list-style-type: none"> Cloud migration <ul style="list-style-type: none"> Application-driven migration Modernize as you migrate Legacy application and mainframe modernization Automated CI/CD testing for Cloud/API M&A conversion services (rebadging) 	<p>Data life cycle services</p> <ul style="list-style-type: none"> Data acquisition/ data warehouse Database management and security Business Intelligence (BI) center/analytics Data presentment - reports, dynamic dashboards, analytics Data re-engineering Data BI & analytics training 	<p>Devops-driven software engineering</p> <ul style="list-style-type: none"> Traditional or cloud-native development Application support <ul style="list-style-type: none"> Level 1, 2 & 3 ticket resolution HelpDesk Corrective & preventative Automated testing as a service via FIS Automated Testing Studio 	<p>New multisystem implementation</p> <ul style="list-style-type: none"> Back-end API & SFTP system integrations FIS & non-FIS system interface integrations Data replication engineering (ETL) User Interface (UI) development <ul style="list-style-type: none"> Mobile development Web-based development
<p>Technology Agnostic: Full Stack (Java, .NET, Angular, etc.), Cloud-native, UI/UX, Web, Mobile</p>				<p>COTS and custom applications</p>
<p>Staff augmentation Project-based SOW Outsourced Managed Service</p>				

Pre/Post System Implementation: Bundled Services

IMPLEMENTATION SERVICES	POST-IMPLEMENTATION SERVICES (BAU)
<p>Rely on the experts for your Data Engineering and System Integration needs</p> <hr/> <p>Data Engineering for new implementations</p> <ul style="list-style-type: none"> Control Data configured into FIS Platform Extract, Transport & Load (ETL) for activities such as data replication for systems of record Gain data insights from siloed data that resides in third-party SaaS platforms <p>System Integration – FIS to Multi-Third-Party System</p> <ul style="list-style-type: none"> API and SFTP interface integrations Web-based & mobile UI integrations Custom configurations and plug-in development <p>Autonomous API Automation</p> <ul style="list-style-type: none"> We streamline your API-driven implementations with FIS Automated Testing Studio, our next-gen API testing platform 	<p>FIS Managed Application Services can support your entire application ecosystem</p> <hr/> <p>HelpDesk Flexibility</p> <ul style="list-style-type: none"> Integrate with FIS CX HelpDesk or standalone <p>Incident Management</p> <ul style="list-style-type: none"> Corrective ticket resolution with Level 1, 2, and 3 application support across FIS and non-FIS platforms Preventative operations optimization and automation <p>Development activities across non-FIS platforms</p> <ul style="list-style-type: none"> We create fully automated cloud testing pipelines (CI/CD) on your behalf using the power of FIS Automated Testing Studio
<p>FIS Bundled Services for more efficient pre- and post- multisystem implementations</p>	

Strategy & Planning

Our team of dedicated experts guides you through assessing and defining the best approach to optimize or modernize and digitally transform your application portfolio. Our comprehensive consultation services deliver actionable roadmaps that provide simple, seamless and secure direction for your business and your customers.

- Improve ROI with optimized processes leading to enhanced efficiency and productivity
- Gain data insights for greater adaptability, scale and responsiveness to market and competitive forces
- Continuously drive innovation into your customers' hands through Continuous Integration/Continuous Delivery (CI/CD) methodologies

Digital Transformation

We have the capabilities, experience, custom toolsets, and built-in automation to assist organizations across their entire digital transformation journey. Our staff analyzes custom applications, interfaces and interdependencies to identify the best candidates for modernization and cloud migration with the ultimate goal of providing a comprehensive Transformation Strategy Roadmap.

- Analyze application portfolios' cloud readiness, structural condition, OSS risks, required cloud migration effort and best-fit cloud-native services
- Accelerate application refactoring and modernization with interactive blueprints of the application architecture
- Identify data access and API call patterns, app-to-app dependencies, candidates for framework replacement, decoupling and microservices

Application Optimization & Modernization

Just because an application can be moved to the cloud, doesn't mean it should be. We accelerate your cloud readiness by determining which applications in your current portfolio are ready for the cloud and which need to be replaced, rebuilt, rearchitected or revised.

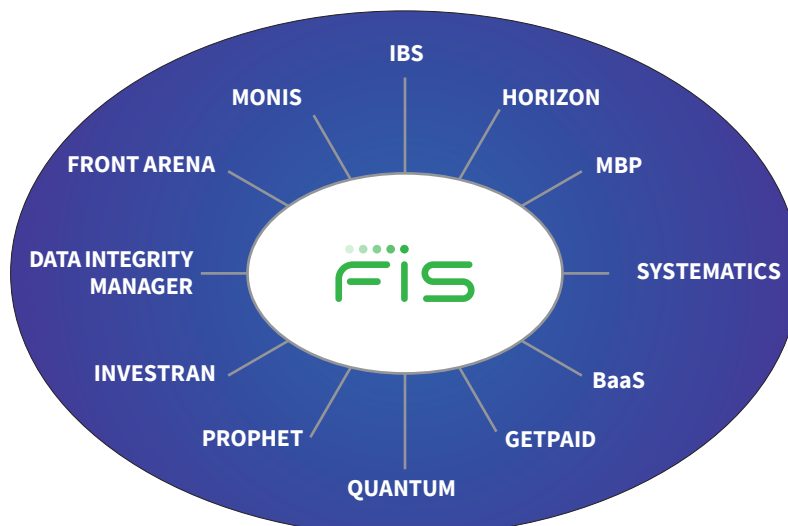
- Application-driven migrations that enable you to "modernize as you migrate" and intuitive reporting to make tracking progress a breeze
- Address legacy applications, data and technologies (e.g., COBOL, Cx) to determine best execution activities
- Custom tools and software to build truly automated CI/CD development and testing pipelines

Execute the Strategy

Once your strategy is developed, we help you execute to create truly cloud-native operations for your business. Through our customized execution strategies, we:

- Identify and provide recommendations to resolve app-level code blocker patterns that must be removed before migration
- Pinpoint quick wins to migrate based on objective data, not guesswork
- Provide specific functional code recommendations on how to modify apps so they can adopt cloud-native technologies
- Identify frameworks, libraries, open source code and their associated interface dependencies to determine modernization strategies and security risks

While our services are technology- and vendor-agnostic, we have deep expertise working across all major FIS applications and markets



Data Engineering

Professional application services for the entirety of your data life cycle. From data acquisition, data management and security to reporting and analytics, we provide the full gamut of services to enhance the value and security of your data.

- Become a data-driven organization with the meaningful, actionable insights needed to make better-informed business decisions, and/or monetize the data through new, innovative products and services for your customers
- Embedded 'FIS Grade Security' – the same expertise, innovative processes and premier tools that help secure the world's economy are used to protect your data and applications

Data Life Cycle Services

- End-to-end services – we support you across your entire transformation journey and along the entire life cycle of your data
- Full life cycle product development, implementation, and maintenance of applications/products in the data warehouse and Business Intelligence (BI) space
- A dedicated, global team of experts to provide the best possible service
- Data engineering for new system implementations, including ETL (extract, transport & load) services to replicate data sets across the application ecosystem and system of record

How is Application Development & Maintenance (ADM) changing?

By 2026, developers outside of formal IT departments will account for at least **85%** of the user base for low-code technology/tools, up from **60%** in 2021 (Gartner)

Application Development & Maintenance (ADM)

The FIS team of experts brings an integrated, holistic approach to ADM that recognizes the full application life cycle, spanning greenfield planning, development and deployment, through end-of-life retirement.

- Technology- and vendor-agnostic ADM services for your entire ecosystem – we support all custom and proprietary applications
- Application experts with decades of experience managing application portfolios
- Improve reliability, resiliency, observability and time to market with the latest in automated testing technology

DevOps-driven Software Engineering

Proven, best practice application development and life cycle management services that include both mature application development and maintenance support services for FIS and non-FIS owned applications, mobile apps and more. We bridge the gap between developers and IT operations in an Agile culture.

- Our services are grounded in key outcomes, as we seek to help clients realize the benefits of a modernized and cloud-native application portfolio, including:
 - Driving business growth
 - Maximizing technology ROI
 - Elevating customer experiences
 - Mobilizing talent
- Provide corrective and preventative maintenance support to improve reliability of systems in production and more quickly fix issues and respond to incidents
- Utilize a best practice DevOps CI backlog to enhance application availability, performance, monitoring, testing, resiliency and development standards

Organizations need new approaches to realize the full potential of the cloud

90% of enterprises have adopted cloud in some form, but **50%** of cloud migration projects today are stalling or failing (McKinsey)

Systems Integration

Application and interface complexity, emerging architectures and siloed IT infrastructures bring new challenges and opportunities to application management, especially when your portfolio contains a wide range of API and batch file communications.

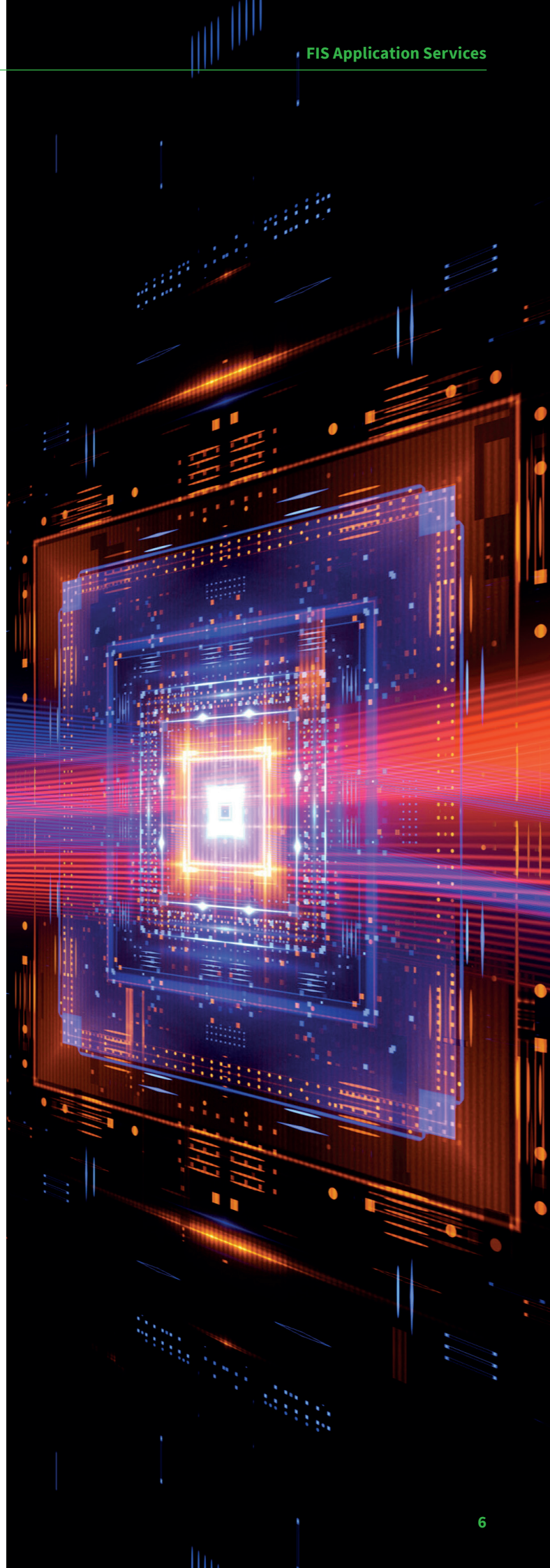
We help you integrate legacy applications and data sets into new system or technology implementations across your business critical applications and environments.

- Add more value to your business with the systems you already have. Using APIs and custom integration, we're able to streamline systems, maximize capabilities and extend functionality

Software Integration

Software integration combines separate or disparate systems into a single, more extensive system that can accommodate ongoing requirements as your business evolves or as you want to provide your customers with new and innovative services or products.

- We have extensive knowledge in API-driven integrations, file exports/imports, data translation and transformation, XML, JSON, HL7, third-party tools, EDI and more
- General integrations include:
 - One-way integrations to push or pull information from one system to another
 - Two-way integrations to send information back-and-forth between systems
 - Complex data synchronization for organizations that rely on multiple systems (e.g. Core Banking Platforms, CRM, Accounting and third-party platforms) – connecting all your solutions can exponentially reduce data entry and simplify reporting and accessibility



FIS Automated Testing Studio

In an environment where speed to market is driven by optimization and automation throughout the development life cycle, our Managed Application Services experts provide a best-in-class, custom platform automated testing solution, delivered to you as a service.

This FIS-built and managed automated application testing platform enables us to deliver the following capabilities and benefits "as a service" –



- End-to-end cross-platform business process automation support for Legacy and Modern Applications
- Autonomous UI and API automation through test combinations generation
- Auto detect changes between various subsequent designs to minimize test suite maintenance
- Data analytics-based smart interactive reporting and AIML augmented test feedback to optimize test coverage
- Dynamic debug and backward step capability
- AI-ML self-heal recommendations to modify/update tests and replay test steps during run-time



Supported App Types

- Legacy – LANSAs, AS400
- Mainframes/Host – IBM, Linux/Unix
- Proprietary File systems – GTM
- Web Apps – Angular
- Desktop Applications
- Cloud Services – Azure, Docker & Kubernetes
- Mobile Apps – Gigafox, Browserstack
- APIs – REST/SOAP/XSDs

We provide fully automated application and API Testing as a Service (TaaS) via FIS Automated Testing Studio

 AUTOMATION PORTAL	 AUTONOMOUS API AUTOMATION
<p>CI/CD Automated Testing Pipeline</p> <p>BUSINESS VALUE</p> <ul style="list-style-type: none"> 100% Test automation coverage ~2X+ Faster; delivers high-quality applications and software 40% Effort saved through automation 	<p>Multisystem API Test Automation</p> <p>BUSINESS VALUE</p> <ul style="list-style-type: none"> ~2X Faster test design ~2X More test scenarios per API ~2X Faster test design 50% Effort saved per test cycle

Why FIS Application Services?

Our decades of application and cloud expertise, expansive global delivery model and best-in-class tools enable FIS to be the only application services partner you'll ever need.

FIS Application Services delivers lower staffing costs, reduced total cost of ownership (TCO), reduction of key staff risk, greater flexibility and efficiency across all application processes and an enhanced end-user experience. We will help accelerate your cloud journey and enable you to unlock the full value of the cloud with cloud-native applications.



Key Benefits

- ✓ FIS is your single point of contact for all application needs – no need to manage multiple vendor relationships
- ✓ A cost efficient and innovative service delivery model with a global team of dedicated experts
- ✓ We can work on one application, a portfolio of applications or an entire enterprise application suite. And regardless, you will see a substantial reduction in your TCO
- ✓ Scaled Agile (SAFe) Gold Transformation Partner with the skillset and experience to help you introduce and adopt agile software development practices
- ✓ Expert guidance and ongoing support across the entire application life cycle from a global team with decades of combined application management experience

Success Stories

One of the industry's leading technology service providers for lenders, servicers and investors was looking for consulting services to modernize their legacy technology. FIS not only helped by lifting and shifting their legacy platform and making it cloud-enabled, but also helped convert services to Software as a Service (SaaS), enabling them to be leveraged by multiple tenants. The new solution assisted the client's internal lines of business with reduced cost of operation and efficiencies and provided a streamlined experience for their end customers and vendors via quicker turnaround and simplified access to essential information.

A large regional bank in the U.S. was struggling with their efficiency ratio. FIS stepped in and implemented our "Fully Managed Service" model for all their proprietary applications and interfaces to FIS core products. The consultation and changes from FIS-enabled economies of scale and full integrated servicing. Not only did this provide a reduced Total Cost of Ownership (TCO) but also enabled the bank to achieve a significant improvement in their efficiency ratio within the first 12 months.

Modernized, cloud-native solutions, increased speed to market, enhanced security and reliability, and reduced ownership cost are all at your fingertips through a partnership with FIS Application Services.



About FIS

FIS is a leading provider of technology solutions for financial institutions and businesses of all sizes and across any industry globally. We enable the movement of commerce by unlocking the financial technology that powers the world's economy. Our employees are dedicated to advancing the way the world pays, banks and invests through our trusted innovation, absolute performance and flexible architecture. We help our clients use technology in innovative ways to solve business-critical challenges and deliver superior experiences for their customers. Headquartered in Jacksonville, Florida, FIS ranks #241 on the 2021 Fortune 500 and is a member of Standard & Poor's 500® Index.



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