

The background of the entire image is a nighttime scene of a city plaza. In the foreground, a group of about ten people are standing in a line, looking at three large digital displays. The displays show vibrant, abstract digital art featuring pink and purple floral or petal-like shapes against a light background. The people are silhouetted against the bright screens. In the background, two tall, modern skyscrapers with many lit windows rise into a dark blue night sky. The ground is a paved plaza with large, light-colored tiles.

# MANAGED IT SERVICES

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## Managed IT services

FIS Managed IT Services provides scalable, flexible and fully managed solutions for hundreds of businesses of all types. As an extension of your IT team, we remove the daily hurdles so you can focus on your customers/members and organizational growth. With over 50 years of experience, FIS can help you address skilled resource needs and your ability to scale with Hybrid Cloud, Mainframe, Applications, Infrastructure, Network Services, Managed Risk, Managed Security and IT Service Management.

## Superior scale and experience

To be competitive in today's financial marketplace and enable business growth, organizations need to improve their speed to market and remove IT as a barrier. Navigating the complexities of data security and regulatory requirements while modernizing a technology platform is challenging for even the most sophisticated IT departments. This is especially true with the constant worry of key staff risk and a general lack of skilled resources available to move your business forward.

## FIS delivers comprehensive infrastructure and support that simplifies your IT environment with improved stability, security, and staffing, so you can focus on your customers.



### Managed cloud and data center services

- Public, Private, and Hybrid Cloud
- Managed Hosting
- Hosted Disaster Recovery
- Managed Backup
- Managed Mainframe
- O365 Licensing and Management



### Managed network solutions

- Managed SD-WAN
- Public Cloud Secured Connectivity
- Connectivity Management
- Telecom Expense Management
- Redundancy
- Circuit Delivery



### Unified communication solutions

- Complete Voice Systems
- Cloud Voice
- Contact Center
- Soft Phones
- SIP Trunks Management
- Upgrades and Conversion
- Mobile Device Management



### Managed risk services

- Vendor Risk Manager
- GLBA Risk Manager
- Enterprise, Cybersecurity, Online Banking, and Red Flags Risk Assessments
- Business Continuity Planning
- IT DR Walkthrough
- Sheltered Harbor Data Vaulting
- Managed Security Awareness
- Digital Risk Protection



### Managed security services

- IPS/IDS Solutions
- Zero-Day Protection
- Brand Protection
- Firewall Management
- Email Security
- Web Security
- Extended Detection and Response (XDR)
- Vulnerability Management
- Patch Management
- Automated Security Validation
- Advanced Threat Intelligence
- 24x7 SOC and SIEM Logging



### Managed IT services

- Service Desk featuring ServiceNow and ITIL standards
- Desktop/Deskside Support
- Server Support
- Compliance and Governance Support
- Strategic Planning
- Project/Program Management
- Real-time and consolidated reporting
- Account and service delivery management
- Quarterly network health assessments

## Highlighted features

### Managed IT services

With the global scale and expertise of FIS Managed IT Services, **organizations of all types** can deploy a technology platform under one solution, from the data center to the end-user. Our all-encompassing operations solutions include **service desk management, engineering, project management, account management, governance, audit support and more.**

Our fully managed solutions provide efficiencies across technology, security, and capital investments, giving your organization more time and resources to focus on key business initiatives and market-disrupting solutions. And our **flexible pricing model** provides the **financial agility** you need in today's competitive landscape. A partnership with FIS Managed IT propels your business forward.

### Cloud

FIS' **Hybrid Cloud** services eliminate the need for institutions to host an on-site data center, while still maintaining security, reliability and control of their environment. We are a certified **Microsoft Azure Tier 1** partner and **Amazon AWS** managed service provider.

We provide **fully hosted environments, public and private cloud infrastructure as a service (IaaS), software as a service (SaaS) and custom deployments.** FIS has a solution for your needs, no matter where you are in your cloud journey.

### Security

**FIS Managed Security Services** provides multi-layered **data security** in a complete, homogenous platform. Innovative tools, such as FIS Managed **Extended Detection and Response (XDR)**, in concert with expert staff and best practice processes, collectively protect your users and your entire organization's infrastructure and data from ever evolving cyberthreats.

We use the same people, processes, and tools to protect our environments and data – our security, FIS Grade Security, is your security.

### Risk

Knowing and assessing what resides on your network, having current disaster recovery (DR) plans in place, managing third-party vendors, and training staff on security awareness are large and ongoing efforts.

Partnering with FIS Managed Risk Services to handle these activities and demands provides you with **access to an experienced team to guide and educate around current regulatory and compliance processes.**

### Network

Networking is the foundation of any enterprise organization and FIS can design, deploy and manage an end-to-end solution utilizing traditional and next-gen networking solutions in a **Software-Defined Wide Area Network (SD-WAN).**

Our Managed SD-WAN solution is **experience-based, not availability-based**, so the focus stays on an improved user experience. We are also a circuit reseller that delivers 100+ diverse carriers and can customize to meet your unique needs.

### Unified communication

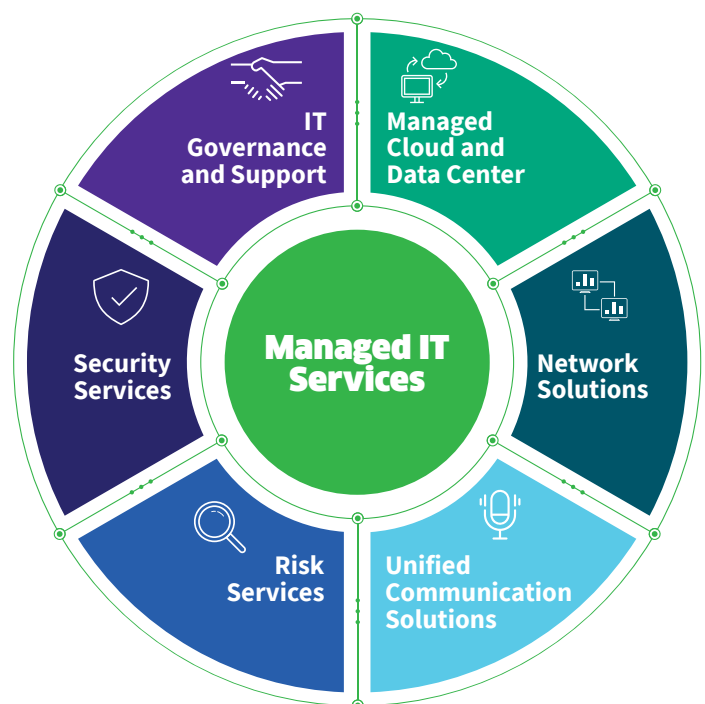
FIS provides comprehensive, **unified communication solutions** that enable both the traditional office workforce and "new normal" remote workforce under a single service.

We combine our depth of knowledge in SD-WAN and SIP trunking to deliver a complete, **24x7 managed service** for both **Cisco** hosted voice and **8x8** cloud voice collaboration systems.

### Mainframe

FIS is an **IBM Premier Business Partner**, providing **mainframe sales** and **Managed Mainframe hosting** under one solution.

We provide organizations with the flexibility to **dynamically respond to MIPS needs based on changing business needs.** Our experienced mainframe engineers can augment or replace limited resources in a diminishing talent pool.



## Key benefits

### Data security

FIS deploys and balances our services according to a four-point matrix consisting of people, process, tools and intelligence. We have partnerships with government, private sector, open source and proprietary intelligence sources that enable us to be proactive in measured responses and better protect our clients.

We protect all our clients with the same tools and processes that we use to protect ourselves, which in turn translates to premier, FIS Grade Security for our client partners. Our security practices and posture are constantly audited and modernized to ensure you stay ahead of today's volatile cyberthreat environment.

### Compliance

FIS is on the forefront of the regulatory environment and actively participates in the major forums that help shape future regulation.

FIS Managed IT Services is built on deep domain knowledge of the regulatory environment and our platforms and processes are examined by the same regulating bodies as yours. We utilize the ITIL framework and relevant reporting to provide transparency and centralized visibility into service delivery.

### Scalable velocity

Organizations that are burdened with running legacy platforms are often hindered by the introduction of new technologies. FIS enables and empowers your business to introduce new solutions faster with higher market impact.

### Technology enablement

Modern businesses face fragmented marketplaces with new technology constantly evolving and overtaking legacy systems. It can be difficult to keep up, let alone stay ahead of the competition.

FIS Managed IT Services cuts through the noise and enables your organization to focus on customer acquisition and growth more effectively by deploying expert staff, cutting-edge technology, and innovative processes. Instead of trying to maintain technology currency and stay ahead of the curve on your own, an experienced and trusted managed services partner can help propel your business forward.

### Simplification

Our flexible technology platform and management service deliver an orchestrated technology experience, making it easier for your organization to navigate the complex cloud. FIS has extensive cloud experience and currently provides the largest financial services community cloud in the industry.

With our breadth and depth, we are able to provide a predictable pricing model that allows your organization to accurately forecast expansion and more effectively scale to meet needs. Our fully integrated solutions allow you to consolidate vendors and replace disparate, fragmented systems and policies.

### Service delivery

Your FIS Relationship Manager and service portal offer a single-point-of-contact. FIS' 24/7 Service Desk, powered by ServiceNow® provides Tier I-III incident and problem management, connected through a single toll-free number to remove operational complexity.





## WHY FIS

- **Reduce competing priorities** so you can focus on your core business and customers/members instead of your organization's underlying infrastructure. Partnering with FIS provides you with a reliable, renewable set of resources and competencies that enable you to react quickly to market demands and improve your customer experience.
- **Improve speed and time to market** without sacrificing future growth or concerns over security. With FIS as your partner, you reduce operational risk, security risk and ensure compliance, freeing you to focus on key business initiatives.
- **Deliver consistent and stable IT without resource constraints**, helping reduce complexity and ensuring operational efficiencies. FIS enables you to leverage newer technologies and upgraded platforms. With improved efficiency and scalability, you can prioritize your customers/members and the growth of your business.



## About FIS

FIS is a leading provider of technology solutions for merchants, banks and capital markets firms globally. Our more than 55,000 people are dedicated to advancing the way the world pays, banks and invests by applying our scale, deep expertise and data-driven insights. 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 is a Fortune 500® company and is a member of Standard & Poor's 500® Index.

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