

RUN EFFICIENT, COST-EFFECTIVE AND SECURE IT OPERATIONS

THE FIS MANAGED IT PLAYBOOK



Managed IT – Run Efficient, Cost-effective and Secure IT Operations

Maintaining multiple technology systems and managing evolving information security risks takes significant time, resources, capital and constant monitoring to ensure your operations are up and running smoothly and that your data is secure. The infrastructure and resources required for this ever-expanding business function can be so massive that it can hinder your agility and ability to innovate.

Let's see how one CIO relies on FIS™ Managed IT as an extension of her IT team to ensure business continuity while reducing the costs and complexities of business operations.

Challenges: Maintaining your own IT operations can be costly and inefficient, and it can distract you from your core business and strategic goals.

Solution: Gain efficiency and save capital expense by outsourcing IT to FIS.

For this customer journey, FIS solutions will primarily help your organization:

R

C

G

RUN – streamline business operations and ensure efficiency

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CONNECT – build deeper, lasting relationships with customers

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GROW – identify and leverage opportunities to generate revenue

Meet Clara

Clara is the Chief Information Officer (CIO) of a regional credit union in Atlanta, Georgia, where she oversees a small IT team as they work around the clock to maintain and monitor the health and security of the company's environments, network and endpoints, as well as its rapidly expanding digital channels.

After years of fighting the good fight, and considering the growing need to optimize IT operations and stay ahead of technology trends, Clara simply doesn't have the staff, talent or tools to manage and innovate on all her company's technical needs.

These challenges have resulted in the company's president asking Clara to explore a Managed IT partnership with FIS. Unlike with other technology providers, with FIS, Clara can benefit from an end-to-end menu of managed IT services and solutions to meet her needs at every turn.



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CLARA

Age: 44

Job: Chief Information Officer

Company: Regional Credit Union

Offload Non-core Functions

Clara is in a pickle because her head of IT recently resigned, and another staff member went on medical leave. It has been tough finding qualified candidates to fill the gaps in her IT department, especially for the evening and overnight shifts.

FIS steps in and takes on the remote monitoring and management of the servers, desktops and mobile devices – all at a reasonable, clear fee.

Augment Your IT Team

[FIS Managed IT](#) provides flexibility to our clients as their needs vary and evolve. Our experienced staff ensures your assets, systems and applications stay current and continuous.

Additionally, our Unified Communications solutions provide fully managed IP telephony services for designing, implementing and managing the VoIP system, including quality of service (QoS), class of service (CoS) and overall voice delivery.

R

**Ensure your business operations are
always up and running smoothly**

**Give your business
the ability to scale up
or down on a dime,**

with the backing of expert
staff, innovative processes
and tier one tools from FIS
Managed IT.

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Transition Away from CapEx

Clara's company is going through a new acquisition, so she believes it's the perfect time to optimize operational costs and workflows by moving to a hosted data center model.

Working with the **FIS Managed Cloud** team every step of the way, she decides to migrate the company's data and applications to a public cloud environment, which will help with data recovery in the case of a disaster and provide additional layers of security to keep the company's critical customer data safe. Best of all, no more server rooms!

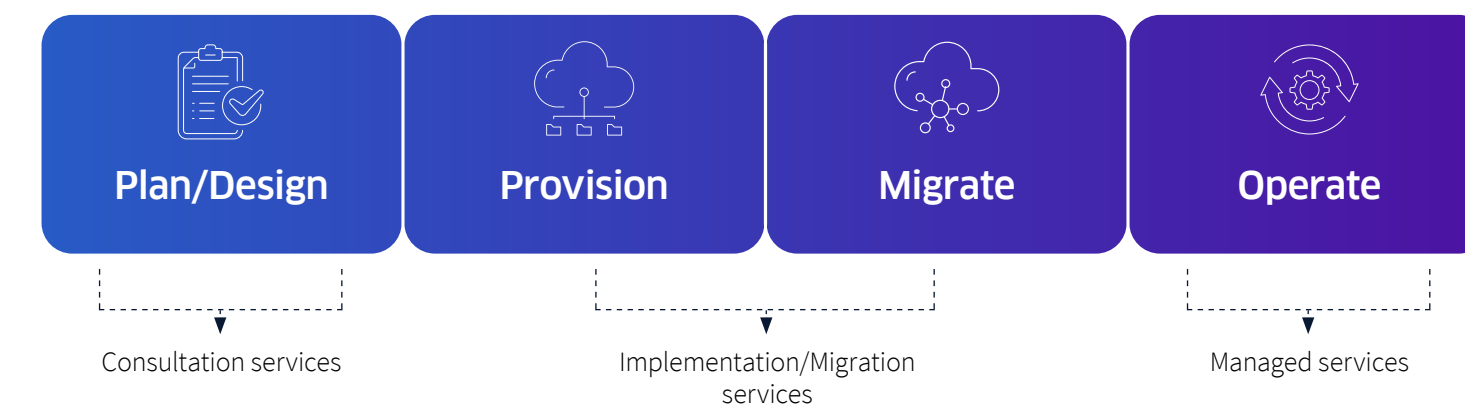
Unlock the Full Value of the Cloud

We provide comprehensive services for all cloud model deployments: from consultation services, to implementation/migration services, all the way through ongoing management and support.

By modernizing your operations in the cloud, you can dramatically reduce your capital expenditures and move to a fixed operating expense model that makes budgeting and forecasting straightforward.

Working with FIS as your managed cloud provider also offloads the burden of worrying about disaster recovery, backups and cybersecurity, as the FIS team provides industry-leading uptime and security (backed by the power of FIS Grade Security) that is far beyond what most businesses can provide themselves.

R **C** **Reduce IT capital expenditures and increase overall efficiency by moving to a cloud-based OpEx model**



Improve the accuracy of budget forecasting

by moving to a set-fee model that allows for consistency in expense planning and room for growth.

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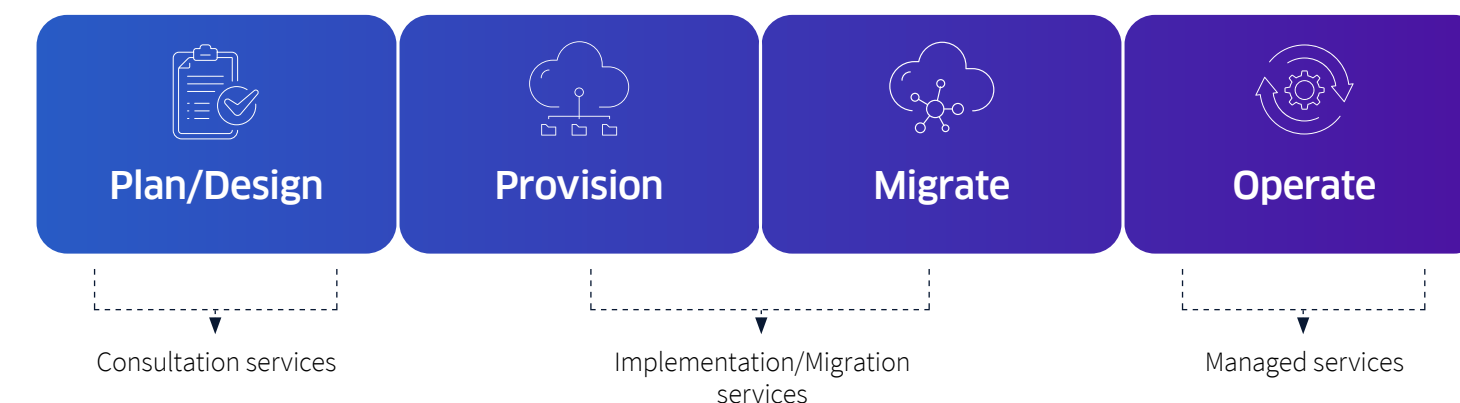
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Harden Cybersecurity

The store just suffered a massive data breach. It's yet another wake-up call for Clara as she looks to FIS for assistance in ensuring that her business is as secure as it can be.

FIS Managed Cybersecurity hardens your systems via multiple layers of security, covering the perimeter, network, host, applications and data, to keep intruders out and help you stay ahead of cyber threats.

FIS Managed Security Services (MSS)

FIS MSS acts as your in-house information security department, providing state-of-the-art, 24/7/365 monitoring and compliance services, all handled by cybersecurity experts.

MSS delivers a comprehensive, proactive and preventive approach to addressing security, thereby reducing potential downtime from incidents and reactive measures.

R

Dramatically improve data security and reduce response times to cyber incidents



According to the IBM's 2022 Cost of a Data Breach Report,



organizations who deploy an
Extended Detection &
Response (XDR) solution like
**FIS Managed XDR identified
and contained data breaches
29 days faster** than those
without an XDR solution.

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Identify, Evaluate and Mitigate Risks

Due to recent events, and in preparation for an upcoming regulatory exam, Clara put the store through a business continuity assessment and disaster recovery exercise.

Working with FIS, she and the risk consultants develop a recovery strategy for all the company's networks, prioritizing recovery efforts and documenting the business impact during an outage for each piece of equipment. At exam time, Clara rests assured knowing she can turn to the [FIS Managed Risk](#) team for guidance and support.

Managed Risk Services (MRS)

FIS MRS becomes an extension of your risk management department. An FIS team facilitates and guides you through current IT risk management, compliance and regulatory processes to enhance your daily operations, help prepare you for audits, mitigate your risks and plan for the unexpected.

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Stay up-to-date on best practices in risk, information security and compliance

Elevate Your Business with Smarter Networking

Some of Clara's employees have shifted to a fully hybrid employment model, which has brought new challenges and a significant amount of risk considering most home offices lack the security modern organizations require. She also knows that her legacy network is slow, expensive and just doesn't cut it anymore, as it continues to cause latency issues for both internal and external communications.

Clara realized that implementing innovative remote and in-branch network services is key to modernizing her employee and customer experience, and keeping her business and data protected.

The [FIS Managed Network](#) team worked with Clara to design and implement a next-generation network solution for her business, called SD-WAN, that immediately improved the health and security of the network her company relies on to conduct business. Ongoing maintenance and support is handled by the FIS team, giving Clara peace of mind if any issues arise.

Managed Network Services

FIS Managed Network Services offers both a fully managed SD-WAN solution for enterprise branch use and an SD-WAN SASE (Secure Access Service Edge) solution for remote workers (called Secure Workforce Access) that provide the flexibility, security and performance to match today's connectivity needs. With FIS, you can gain peace of mind knowing you have the right network technology in place to propel your business forward.



Advance user experience, compliance and IT modernization with next-generation network services



Offload Employee Support

Your FIS Relationship Manager and service portal offer a single point-of-contact for all your needs. 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.



Reduce the time and resources spent focused on managing your IT. Concentrate on your business!



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Let FIS handle the daily burdens of IT management.

Enable your internal IT staff to
focus their time and efforts on improving other functions.



Reduce the time and resources spent focused on managing your IT. Concentrate on your business!

FIS Managed IT Services

Tap into FIS people, processes and technology to help run your day-to-day IT operations, so you can focus on business-critical functions and growth. Organizations and other industries rely on FIS and its teams of IT experts who are dedicated to information, network and internet security.

TO LEARN MORE

Email: getinfo@fisglobal.com

Visit the below webpages:

FIS Managed IT

Managed Cloud

Managed Cybersecurity (MSS)

➤ **FIS Managed XDR**

Managed Risk (MRS)

➤ **FIS Data Restore, a Sheltered Harbor solution**

Managed Network

Unified Communications