



MISERSTUDIO – TABLET BANKING

Overview

For financial services to remain relevant in today's market, they must be readily accessible, less disruptive, and widespread. Traditional means of servicing clients behind the desk and teller line are giving way to associates visiting their clients at their place of business or local coffee shop. Tablet technology is socially acceptable and the devices offer significant advantages in bundled tools, in addition to being easy to handle and easy to learn to use effectively.

MISERStudio Is a Game Changer

MISERStudio® delivers flexibility – providing a vehicle for bankers and credit union representatives to gain untethered access to FIS™ MISER® for face-to-face meetings with clients. Sales professionals can quickly access the 360-degree view of clients while working with other sales tools on the tablet. The benefits of MISERStudio include:

Portability

With the mass adoption of tablets such as iPads® in today's society, it is easy to "be where your clients are" and transact business in locations that are convenient to them. Whether it's their office, a restaurant or the lobby of the financial institution, a tablet is a streamlined sales and service tool.

Enhanced client interactions

Create a more intimate setting by establishing pods in the lobby to review products or service your clients. Business meetings can be more spontaneous with tablets, allowing your associates to meet with a client at their site with real-time information at their fingertips – no plugs, no laptop.

MISERStudio is designed to fill a specific user based need within your organization.

Whether it's the personal banker that needs real-time access to client information or the client acquisition team, dedicated to growing the client and account base, this tool is carefully constructed to support business needs through related applications.

Modernization

Show your clients that you are embracing the same technology that they are using every day and break the mold of the standard branch environment. This medium easily exposes your clients to your services in a creative way and modernizes the image of your financial institution.

Current Modules

MISERStudio Client View

- User sign-on
- PIN set/reset
- Member/customer inquiry
- Account inquiry features
- History inquiry
- Sign-off
- System administration

MISERStudio Virtual Sales Desk

- All features of Client View
- Basic monetary transaction process
- Electronic document support
- FIS QualiFile® risk assessment
- New account opening (checking, savings and certificates)
- Electronic receipts (email)
- New client add
- Signature capture

Frequently Asked Questions

What happens if the tablet falls into the wrong hands? Will someone have access to all of my clients' data?

No client or institution data is stored on the tablet device. The MISERStudio application can only access data via a secure VPN connection. Authentication is then required with the MISER sign-on requirements. You may also choose to password protect the tablet device.

Can any tablet device be used for this application? What about iPhones®?

Any tablet that has the ability to connect via secure VPN token can use this application. Future versions of MISERStudio may contain image capabilities that require an onboard camera. MISERStudio can be run on a smartphone; however, it is optimized for tablet viewing.

I want to ensure that my officers using this device have limited access to MISER, including no ability to view employee accounts. How do I establish security on the device?

MISERStudio connects to MISER via Cohesion Server. A single server-based license of Cohesion is bundled with the purchase of MISERStudio. Cohesion will connect the user via a unique user (teller) number on MISER. Security protocols will depend solely upon the level of security you have built into MISER (application level, transaction level, etc.) and the authorization levels you have provided the user.

What happens to my MISERStudio application during the MISER release process?

MISERStudio is merely a portal to information housed on MISER. There will be no impact to the application associated with the MISER release other than any scheduled downtime for the upgrade.

Contact Us

For more information, please contact your strategic account manager.