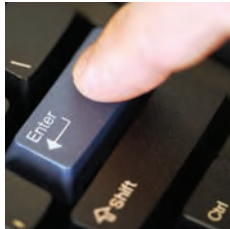


Service



CustomSource

Fiserv delivers a fully-functional online viewing, ordering and proofing solution for your documents and materials.



Client-defined business rules provide permission-based, self-service access 24x7. Utilize CustomSource to allow your branch/administrative personnel to edit, proof and order operational forms, business cards, and letterhead in a single action.

Promote responsibility for forms inventory, market growth and cross-sell initiatives at each branch location, while enforcing brand standards and controlling product or brand messaging. System controls provide as much or as little flexibility as the home office desires.

Gain efficiencies through:

- Simplified and accelerated ordering process and reduced inventory issues
- Ordering control and marketing capability at the branch level with business rules to insure document accuracy or messaging consistency
- Documented order confirmation
- Single-step ordering and proofing process, eliminating the need to handle an order twice
- Cost center invoicing so you can accurately allocate expenses
- Online help support providing immediate end-user access to resources
- On-demand reporting information for cost control and response to budgeting request/changes

Technology

This easy-to-use, web-based tool is customized per your unique needs, and is complete with document specifications, images, and pricing. Fiserv gives you the power you need to manage all of your order activity, including order and shipping status from a central control point reducing staff workload relative to:

- Report generation
- Reorder processing
- Variable print and document customization
- Proof review and approval

Web-to-Print Services

Web-to-print services delivered through CustomSource provide on-demand ordering access to the business documents and marketing communications materials needed by your branches on a regular basis – platform forms, letterhead, business cards, direct mail, statement inserts, special promotions, postcards, brochures, display materials, and more. Through variable print technology, pre-designated fields can be modified during the order entry process to accommodate contact, location, event, or audience variability.

Data and System Security

Measures that are taken to secure client data include data access security, secure building entrances and exits; employee ID badges, and extensive personnel screening.



Fiserv is the global leader in financial services technology, driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management, and Business Intelligence & Optimization. Our solutions can help you improve efficiency, manage risk and grow your business.

The network topology employs typical firewall technology. Data storage and application servers are behind a second firewall. Within the database all password information is encrypted. Internet traffic runs in AES-256 bit encrypted HTTPS sessions.

All critical systems have a hot-backup available 24x7 in the event of catastrophic hardware failure on the live machine. A nightly backup of all servers is routinely completed, and our DR is supported by offsite backup storage. We maintain a week of backups at any given time.

Easy Implementation

Fiserv understands the complexity of system implementations and works to minimize impact to your daily operation by providing tools, expert guidance and on-going communications throughout the process. We break it down into the following steps:

1. Define and prioritize client specific (customized) production items
2. General information definition
3. Data gathering
4. Site build
5. Site launch and end-user training

A complete implementation kick-off process will be outlined and supported with an initial launch discussion, expected milestones and related timelines, and data input templates (for client specific customization – as needed). We'll work with you to develop a mutually approved implementation schedule that we follow up with clear and timely communication.

Key Benefits

- **Highly Flexible Platform** – We'll custom design your Website to reflect your organization's communication and brand standards.
- **Online Ordering** – Provide each branch or department the ability to edit/update, proof, and order business documents, or leverage four-color, direct-mail campaign features to allow a branch to target their local market or customer base.
- **Digital Asset Management** – Leverage any investment you've made in photography by providing all locations access to your digital asset library through an online link to your variable templates. Advanced functionality allows quick identification of pictures through keyword and category search capabilities.
- **Online Collaboration Resources** – You can eliminate demands on network infrastructure bandwidth as a result of transmitting exceptionally large files, or the expense of costly overnight shipping to distribute proofs for review and approval. Especially beneficial to marketing departments, CustomSource allows the tracking of document edits and the internal routing of color proofs through 24/7 online access.

Connect With Us

For more information regarding CustomSource, please contact us at 800-826-1636 or visit www.fiserv.com



Fiserv, Inc.
255 Fiserv Drive
Brookfield, WI 53045

800-872-7882
262-879-5322
getsolutions@fiserv.com
www.fiserv.com