



August 14, 2014

Fiserv and DBS Receive the Asian Banker Technology Implementation Award

- | Fiserv and DBS Bank awarded Best ATM and Kiosk Project Award
- | Device Manager from Fiserv recognized for enabling the development of DBS Self- Service Banking Command and Control Centre
- | Device Manager provides device monitoring, performance measurement, service dispatch and management, optimizes security and performance, and streamlines compliance processes

Brookfield, Wis., August 14, 2014- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that DBS Bank and Fiserv have won the Asian Banker 2014 Technology Implementation Awards in the category of "Best ATM and Kiosk Project Award."

The Asian Banker Technology Implementation Awards recognize annual achievement as well as identify emerging best practices in the implementation of technology in banking operations. The award is presented following a rigorous and transparent evaluation process by leading practitioners, independent advisors and an international panel of industry experts.

DBS, the biggest bank in Singapore, embarked on a journey with Fiserv to achieve business resilience and improve customer service by establishing an in-house network management centre, enabling end to end self-service banking (SSB) terminal monitoring and management. As a result of the implementation of Device Manager™ from Fiserv, DBS has increased ATM network availability through improved fault management, service management and proactive troubleshooting. Service performance improvements and cost reductions were also cited as a key benefit of the project.

"With one of the highest transaction rates in the world, the DBS ATM network is a critical channel for the bank. By taking control of this channel and deploying Fiserv technology, DBS has dramatically improved customer satisfaction in Singapore and established a scalable platform to support regional expansion." said Brian Jorgenson, vice president and general manager, Cash & Logistics, Fiserv. "With Device Manager, DBS is keeping customers at the very heart of the business process with the DBS SSB Command Centre providing real time visibility of the SSB network, automation of incident management and end-to-end accountability of network availability."

Device Manager from Fiserv provides robust device management capabilities that automate the end-to-end process of detecting and resolving problems across financial institutions self-service device network. With up-to-the-minute transaction data and business intelligence, it increases device and network availability through improved fault management, service management and proactive troubleshooting. Device Manager uses real-time alerts to determine currency availability and transaction activity on self-service devices and to prioritize service calls across the network.

Additional Resources:

- | Device Manager from Fiserv - <https://www.fiserv.com/insights-optimization/cash-logistics/device-manager.aspx>
- | "The Asian Banker Technology Implementation Awards 2014 - <http://www.asianbankerawards.com/technology/>

About The Asian Banker

The Asian Banker is a leading provider of strategic intelligence on the financial services industry, established in 1996. The Asian Banker Journal commentates on developments in the Asia Pacific's financial services industry by combining the skills of researchers and journalists to offer a perspective on strategic issues and the drivers in the industry.

About Fiserv

This year, Fiserv, Inc. (NASDAQ: FISV) celebrates 30 years of leadership in financial services technology. As one of FORTUNE® magazine's World's Most Admired Companies, Fiserv is helping clients worldwide achieve best-in-class results by driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit www.fiserv.com.

For more information contact:

Media Relations:

Julie Smith
Senior Public Relations Manager
Fiserv, Inc.
412-577-3341
julie.smith@fiserv.com

Additional Contact:

Ann Cave
Director, Public Relations
Fiserv, Inc.
678-375-4039
ann.cave@fiserv.com