



Fiserv University Offers Role-Specific Learning, Technology Optimization Training and Consulting to Financial Institutions

May 16, 2024

Measurement tools will enable leaders to track the impact of the program and make data-driven decisions on the courses and consulting services that suit their institution best

MILWAUKEE--(BUSINESS WIRE)--May 16, 2024-- [Fiserv, Inc.](#) (NYSE: FI), a leading global provider of payments and financial technology solutions, today opened Fiserv University, a newly expanded training and consulting services program designed to help financial institutions enhance the productivity of their people and optimize the use of technology. Financial institutions of all sizes and stages of operations can leverage Fiserv University offerings to meet their distinct training and performance goals.

Fiserv University offerings include knowledge development, solution-specific training, and customized consulting and best practices. Delivery options include in-person training, self-paced on-demand content, instructor-led virtual events, and fully tailored onsite engagements. The program's Performance Scorecard provides financial institution leaders with data-based insights into which educational resources are most effective within each institution's unique employee base and technology environment.

Intracoastal Bank, based in Daytona Beach, Florida, is committed to providing exceptional service within its Northeast and Central Florida footprint. The bank recently participated in a Fiserv University best practices engagement and found the experience to be a beneficial way to help associates drive operational excellence.

"We recognize the importance of leveraging our technology to its full potential and supporting the continued development of our associates' skillsets," said Jay Coomes, Chief Technology Officer at Intracoastal Bank. "Our experience working with the Fiserv best practices consulting team was very beneficial for helping our team to continue building technological knowledge and enhancing operational efficiency."

Key components of Fiserv University include:

- A curated curriculum including role-specific learning and technology optimization training
- Consulting services focused on enabling efficiency gains, streamlining pathways to growth, and compliance and risk management
- Performance Scorecards to evaluate effectiveness through measurable results

Fiserv University will equip financial institutions to adapt quickly in a rapidly evolving technology environment, and attendees can receive Fiserv technology certifications for coursework completion.

"To have a competitive edge, financial institutions must optimize technology use. That requires a workforce that is well-versed in processes, capabilities and best practices. On-demand access to role-specific technology training can accelerate the time to effectiveness for new employees and those in new roles," said Marc DeCastro, Research Director at IDC Financial Insights. "In addition, training and consulting services with trackable, measurable components fuel operational excellence, and are key to building a high-performing institution."

"The fast-paced nature of today's banking environment and expanding customer expectations have eliminated the luxury of ramping up. The faster employees gain the knowledge they need, the more likely they are to excel," said John Gibbons, Head of Financial Institutions Group at Fiserv. "Importantly, Fiserv University provides the data-driven performance insights and consulting financial institutions need to optimize technology use and maximize employee effectiveness."

More information on Fiserv University is available [here](#).

About Fiserv

Fiserv, Inc. (NYSE: FI), a Fortune 500 company, aspires to move money and information in a way that moves the world. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and the Clover[®] cloud-based point-of-sale and business management platform. Fiserv is a member of the S&P 500[®] Index and has been recognized as one of Fortune[®] World's Most Admired Companies[™] for nine of the last 10 years. Visit [fiserv.com](#) and [follow on social media](#) for more information and the latest company news.



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Source: Fiserv, Inc.