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## **Fiserv Expands Distribution of ConvergeIT Telephony Suite**

### **Voice over Internet Protocol Telephony and Call Center products reduce First State Bank of Lincoln, Neb. monthly phone costs by 60 percent**

Brookfield, Wis., November 12, 2009 - Fiserv, Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions and the largest provider of business-driven technology solutions for financial institutions, announced today that it is expanding the sale of its ConvergeIT® telephony suite to banking clients. Previously marketed to credit unions, ConvergeIT is now available to banks and enables financial institutions to use Voice over Internet Protocol (VoIP) telephone systems and call center support.

"Leveraging advanced Voice over IP technology has been extremely beneficial for our institution. Our monthly phone costs decreased by 60 percent," said Andrew Cooper, assistant vice president of Information Systems for First State Bank of Lincoln, Neb., a full-service community bank with more than \$246 million in assets and 11 branch locations that leverage this technology.

"Fiserv is committed to delivering innovative solutions that leverage technology for a practical purpose. The ConvergeIT suite enables our clients to take advantage of modern technologies to reduce costs and improve service, while leveraging existing technology investments to deliver increased value," said Mike Young, president, Bank and Credit Union Solutions, Fiserv.

The ConvergeIT suite from Fiserv offers VoIP telephone systems and call center support running on a single Microsoft Windows® server and is integrated with Fiserv account processing solutions. Thanks to its soft-phone technology and Internet use, ConvergeIT: VoIP delivers efficiencies ranging from self-administration, elimination of long distance and toll charges between branches and between the bank and its customers, as well as the use of highly scalable software. ConvergeIT employs AltiGen® Communications technology as the foundation for its telephony services and was specifically designed to address the unique communications requirements of financial institutions.

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry, Fiserv celebrates its 25th year in 2009. For more information, visit [www.fiserv.com](http://www.fiserv.com).

For more information contact:

#### **Media Relations:**

Alicia Bell  
Director of Communications  
Credit Union Solutions  
Fiserv, Inc.  
469-287-3709  
[alicia.bell@fiserv.com](mailto:alicia.bell@fiserv.com)

#### **Additional Fiserv Contact:**

Lori Stafford-Thomas  
Assistant Vice President  
Corporate Communications  
Fiserv, Inc.  
262-879-5130  
[lori.stafford@fiserv.com](mailto:lori.stafford@fiserv.com)