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NICE Recognizes Fiserv with Two Customer Excellence Awards

Brookfield, Wis., June 1, 2011 - Fiserv, Inc. (NASDAQ: FISV), the leading global provider of financial services technology solutions, announced today that it has been awarded two NICE Customer Excellence Awards by NICE Systems. The NICE Customer Excellence Awards program aims to recognize organizations that use NICE products and services to drive creative, inventive approaches to manage their operations and optimize business performance. This year, Fiserv was recognized in two of the six award categories, Customer Satisfaction and Operational Effectiveness, for its use of NICE technologies in handling service calls from an array of contacts, including financial services end users, lenders, billers, bank and credit union employees and health and fitness professionals.

The Customer Satisfaction award was given to Fiserv for its use of NICE Interaction Analytics in its Contact and Servicing Center, which provides private-label outsourced services that support a broad range of operations, including customized lending programs. NICE Interaction Analytics includes a speech analytics solution that combines several best-of-breed speech technologies to gain powerful insights into customer interactions. This technology enables Fiserv to identify reasons why customers call a company, understand what causes customer dissatisfaction and helps uncover training opportunities to improve agent performance.

Fiserv worked directly with NICE to establish a process on how to embed this new technology into its contact centers and establish structure around the data in order to impact customer interactions and the contact center operation. Since its implementation there has been a significant increase in focus on uncovering opportunities to improve customer experience, as well as the needed training and process changes to address underlying customer issues.

"NICE Systems is a longtime Fiserv partner in our pursuit of contact center excellence," said Brandy Bissett, director of Contact Center Solutions, Lending Solutions, Fiserv. "Working with NICE to identify innovative ways to take the gathered data and turn it into opportunities for Fiserv to serve our clients better is another example of how the partnership is helping us achieve excellence."

The Operational Effectiveness award was given to Fiserv for the use of NICE SmartCenter Solutions, including workforce and quality management and interaction recording and analytics, in Fiserv contact centers that provide support for online banking and bill payment users. This award recognizes companies that leverage NICE solutions to create improvements in their processes or operating performance that result in significant cost reductions or increased productivity.

Fiserv utilized NICE solutions to analyze support call data and identify opportunities for both process improvements and associate training. Armed with data-driven insights, Fiserv was able to make specific changes to call handling processes that directly impacted the customer experience. First Contact Resolution (FCR) rates, which represent issues resolved in one call, increased by 5 percent, while average call times decreased.

Because Fiserv contact centers handle more than 10 million calls per year, these improvements resulted in not only a better experience for customers, but also in reduced costs and enhanced productivity for Fiserv. In addition, Fiserv was able to leverage tools built into the NICE solution to reduce the time required for post-call quality evaluations from 10 minutes to 5 minutes.

"Working with NICE enabled us to take big steps forward in terms of productivity and quality in our call centers," said Mark Allen, business analyst in Group Operations at Fiserv. "Using NICE solutions we were able to improve efficiency so we could deliver a better experience, providing the level of service our clients depend on."

Fiserv has been using NICE technologies in its call centers for more than 14 years. During that time, Fiserv has received a number of NICE Customer Excellence Awards for successfully implementing NICE solutions in ways that deliver positive results.

Additional Resources:

⌐ NICE Systems - http://www.nice.com/

| NICE Interaction Analytics - http://www.nice.com/smartcenter-suite/interaction-analytics

About NICE Systems
NICE Systems (NASDAQ: NICE), is the worldwide leader of intent-based solutions that capture and analyze interactions and transactions, realize intent, and extract and leverage insights to deliver impact in real time. Driven by cross-channel and multi-sensor analytics, NICE solutions enable organizations to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. NICE serves over 25,000 organizations in the enterprise and security sectors, representing a variety of sizes and industries in more than 150 countries, and including over 80 of the Fortune 100 companies. www.nice.com.

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. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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