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Fiserv and Cisco Partner to Enable Financial Institutions to Advance Branch Transformation Strategies Through Technology

- | Leading-edge unified communications and secure wireless solutions are now offered as part of Sentry Performance Solutions from Fiserv
- | Solutions support virtual interaction with remote experts and a universal banker model, enabling financial institutions to provide a service experience that fits into people's busy lives
- | Hosted, cloud-based communications option provides a "pay as you go" model for flexibility, scalability and cost control as clients' needs change

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ:FISV), a leading global provider of financial services technology solutions, announced today an agreement with Cisco (NASDAQ:CSCO), the worldwide leader in IT, to deliver communications solutions that help financial institutions enhance internal collaboration and drive customer engagement. The partnership enables integrated communications capabilities essential for financial institutions to execute their branch of the future strategies, including virtual interaction with remote experts and secure wireless access that supports a universal banker model.

Fiserv will offer these hosted communications and infrastructure solutions through the company's portfolio of managed services, [Sentry Performance Solutions](#)SM. The portfolio includes network services, hosting services, network security services, hardware and software life cycle management, and unified communications services.

"Communication today means having the flexibility to call, meet, share or message instantly, using whatever device you prefer, in a way that strengthens relationships and increases productivity," said Byron Vielehr, president, Depository Institution Services, Fiserv. "Our partnership with Cisco puts Fiserv at the forefront of enabling our clients' branch transformation strategies, and allows them to deliver services with the reliability, speed and efficiency consumers expect."

"The technology required to transform the branch has reached a point where the benefits can no longer be ignored," said Marc DeCastro, research director, Consumer Banking Engagement Strategies, IDC Financial Insights. "The end result of transforming the branch will be when the right mix of technology and personnel allows the financial institution to immediately engage with the customer as opposed to the customer engaging with the financial institution, and both can mutually reap the benefits."

Fiserv clients now have access to the Cisco workforce experience solution and Cisco branch solutions. The workforce experience solution allows internal teams and product specialists to interact and collaborate via advanced, unified messaging, audio, video and web meeting capabilities, on any device, from any location. The solution also enables video-based remote expert services that allow financial institution staff to hold virtual face-to-face meetings with bank customers or credit union members. Cisco branch solutions provides secure in-branch Wi-Fi, empowering branch staff to move from behind the teller counter or away from their desks to interact with customers or members in the increasingly popular universal banker model.

"Meeting consumers' increased expectations and driving a more efficient workforce are critical in the banking and credit union industries," says Sandy Hogan, Vice President of Cisco's Business Transformation Group. "We are delighted to partner with Fiserv to drive those objectives by enabling key digital capabilities through our cloud managed infrastructure and collaboration platform."

For more information on Sentry Performance Solutions and the unified communications and infrastructure solutions, visit www.Fiserv.com/Sentry.

In a world that is moving faster than ever before, Fiserv helps clients deliver solutions that are in step with the way people live and work today - financial services at the speed of life. Learn more at TheSpeedofLife.com.

About Fiserv

Fiserv, Inc. (NASDAQ:FISV) enables clients to achieve best-in-class results by driving quality and innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more than 30 years, Fiserv has been a leader in financial services technology, and today is among FORTUNE® magazine's World's Most Admired Companies and Forbes magazine's America's Best Employers. For more information, visit www.fiserv.com

About Cisco

Cisco (NASDAQ:CSCO) is the worldwide leader in IT that helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected. For ongoing news, please go to <http://thenetwork.cisco.com>.

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