



June 29, 2006

Fiserv IntelligEnt Suite Scales to Financial Institutions with More Than 10,000 Users, Fiserv CCS and Oracle Testing Shows

PITTSBURGH, Jun 29, 2006 (BUSINESS WIRE) -- Fiserv Customer Centered Solutions (CCS), a business unit of Fiserv Inc. (Nasdaq:FISV), announced today the results of high-volume performance and scalability testing done jointly with Oracle Corp. and focused on the architecture of the CCS IntelligEnt suite of Web-based sales force management, service and business process management solutions. The results of the performance tests, conducted independently at Oracle's Enterprise Technology Center, showed that the architecture scaled efficiently, delivering high performance levels for financial institutions of all sizes, including clients with more than 10,000 users.

As an enterprise relationship system for financial institutions, IntelligEnt provides mission-critical information to end users to improve service and drive sales throughout an organization's enterprise. IntelligEnt provides an application framework and business process management engine to deliver solutions, including: Sales Force Management for managing customer and prospect information and driving sales opportunities; Contact Management for use by the call centers, branches and back offices to track and manage customer interactions; and Campaign Execution for outbound telemarketing, lead generation and automating service campaigns. The Business Process Engine's software also may be used independently to power other desktops and applications.

The results of the performance tests have made the IntelligEnt suite even more appealing, opening up opportunities to expand into new market segments, according to John Puccetti, vice president of CCS product and technology group. "Our clients vary in size from small credit unions to very large commercial institutions, so it is critical that our application scales. To ensure we had this level of scalability, we relied heavily on the Real Application Clustering component of Oracle 10g's Grid Computing solution. The results demonstrated that by simply adding industry standard hardware, our application scaled linearly."

Puccetti also noted an additional outcome of the tests. "Not only did the Oracle 10g testing exercise validate IntelligEnt's scalability to serve clients with more than 10,000 users, but we noted other improvements including better end-user performance and reduced system resource requirements," Puccetti said. "These results validated that our solution will be attractive to large organizations while improving the cost effectiveness of the product for clients of all sizes, including credit unions and commercial banks."

The performance testing approach leveraged Fiserv CCS' industry experience by executing sales and service scenarios that matched financial institution's real-world activities, including peak volume spikes and cross-departmental interactions.

Fiserv CCS' technicians worked closely with Oracle's Product Technology Services group to conduct the tests. Jim Olsen of Oracle's Enterprise Technology Center agreed with Fiserv's observations. "Their IntelligEnt product is an extensive suite, but we were able to get it installed and configured from scratch the first day," Olsen said. "After conducting some baseline performance tests, we conducted the scalability tests. We were able to demonstrate that by adding hardware to either the database or application server tier, the application would scale linearly. This is a pretty good indication that they have done a good job on their architecture and design. I think it was a very successful test for Fiserv CCS and we are pleased that Fiserv CCS continues to rely on Oracle 10g for their enterprise database technology. In addition, during the performance testing we were able to quickly and easily port the CCS application to the Oracle Application Server 10g."

Beyond proven scalability, the IntelligEnt Suite is based upon a service-oriented architecture that provides seamless integration with existing desktops and core transaction systems to reduce integration costs and maximize the end-user's experience.

About Oracle

Oracle (Nasdaq:ORCL) is the world's largest enterprise software company. For more information about Oracle, visit their Web site at www.oracle.com.

About Fiserv Customer Centered Solutions

Fiserv Customer Centered Solutions (CCS), a unit of Fiserv Inc., provides solutions that enable financial institutions and service providers to drive profit by effectively leveraging information technology. CCS specializes in delivering analytics, business intelligence, and sales and service solutions including, but not limited to, customer relationship management (CRM), financial management, revenue generation, and operational efficiencies. Please visit Fiserv CCS at www.ccs.fiserv.com.

About Fiserv Inc.

Fiserv Inc. (Nasdaq:FISV), a Fortune 500 company, provides information management systems and services to the financial and health benefits industries. Leading services include transaction processing, outsourcing, business process outsourcing, software and systems solutions. The company serves more than 17,000 clients worldwide and is the leading provider of core processing solutions for U.S. banks, credit unions and thrifts. Fiserv was ranked the largest provider of information technology services to the financial services industry worldwide in the 2005 and 2004 FinTech 100 surveys. Fiserv Health provides health plan management, pharmacy benefits management, and BPO services to the managed care market and self-funded commercial and government employers and health plans. Headquartered in Brookfield, Wis., Fiserv reported more than \$4 billion in total revenue for 2005. For more information, please visit www.fiserv.com.

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