



May 3, 2006

## **Fiserv Insurance Solutions to Host Industry Webinar "BPM in Insurance: Moving Beyond Automation and Workflow"; May 9 Webinar Features Expert Commentary from Independent Research Firm**

CHICAGO, May 03, 2006 (BUSINESS WIRE) -- Fiserv Insurance Solutions, a unit of Fiserv, Inc. (Nasdaq:FISV), today announced details of its upcoming webinar, "BPM in Insurance: Moving Beyond Automation and Workflow." The May 9 webinar is a timely response to a recent Fiserv survey of executive-level insurers. Survey results revealed 56 percent felt business process management (BPM) was the most important technology to their organization and 87 percent identified BPM as critical to their integration strategy.

Lombardi Software and Marc Cecere of Forrester Research Inc. will join Fiserv Insurance Solutions in the May 9 webinar to present a current view of how insurers are using BPM today and a strategic outlook of how BPM can positively impact the insurance enterprise.

Who: Marc Cecere, principal analyst at Forrester Research, Inc.; Phil Gilbert, chief technology officer at Lombardi Software; and Eddie Jones, senior vice president of product strategy at Fiserv Insurance Solutions.

What: "BPM in Insurance: Moving Beyond Automation and Workflow"  
Attendees will hear the latest BPM trends in the insurance industry from both IT and business perspectives. Through case studies and revealing lessons learned, this webinar offers valuable and practical insight into the critical competencies for driving insurance process excellence.

When: Tuesday, May 9, 2006, 10-11 a.m. CDT

How: To register for this complimentary webinar, visit [www.fiservinsurance.com](http://www.fiservinsurance.com)

Fiserv Insurance Solutions specializes in progressive software and outsourcing solutions for the insurance industry. Hundreds of carriers, managing general agents and third-party administrators rely on Fiserv for business process management, policy, rating, claims, billing and reinsurance administration, as well as point-of-sale solutions. Fiserv FastTrack(TM), powered by Lombardi Software, is a comprehensive BPM solution designed exclusively for the insurance industry. With FastTrack, insurers also have the option to license pre-developed process templates, scoreboards and best practices focused on the improvement of policy administration, point-of-sale opportunities, new business and underwriting, product development and claims. Fiserv Insurance Solutions can be found on the Internet at [www.fiservinsurance.com](http://www.fiservinsurance.com).

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](http://www.fiserv.com).

SOURCE: Fiserv, Inc.

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