

Fiserv University

Knowledge and Resources to Maximize
Productivity In Your Institution

Current trends in the financial services industry show an increase in mergers and acquisitions, a rising need for knowledgeable staff and a greater emphasis on productivity. With a strong growth and efficiency mindset, financial institutions must ensure their staff have the resources needed to do their jobs effectively and contribute to achieving business goals.

Fiserv University is a comprehensive program for training, best practices and consulting services. It provides your institution with resources to become more efficient with Fiserv products, upskill staff, understand operational health and identify areas for business growth.



Fiserv Product Certification

Create product experts in your institution. Product- and role-specific training provides a robust knowledge resource for your team. Courses are available for the Fiserv products in your suite, providing the in-depth detail needed for performing various operations within your organization. Certification in Fiserv products helps your team increase productivity, while creating product experts within your institution.

Certification programs blend virtual learning, knowledge hubs and course assessments for a complete understanding of Fiserv products, and how your team can best utilize them.





Advisory Services

Take advantage of fully customized engagements with operational reviews and tailored action plans with Fiserv experts that focus on business results. Specializing in revenue growth, data cleanup, efficiency gains or product consulting, Advisory Services has a team of 50 experts to help your business grow.

- **Growth services:** Leverage comprehensive analysis of your market, business model, costs, capacity and competition, and identify areas for financial expansion
- **Core consulting:** Specialized reviews identify areas where improved use of the core banking system can lead to efficiency gains, income increases and process improvement
- **Business analytics:** Insights, industry expertise and execution help maximize organizational performance and realize positive ROI on solution investment
- **Customer information cleanup:** Achieve a clean and consistent customer information database to suit the demands of customer data
- **Best practices training:** Engagements fit to your specific needs, with no predefined agenda. The topics are focused on the products and services you offer to customers, as well as internal procedures and requirements



On-the-job-validation

Confidence, a companion app of Fiserv, provides real-time guidance into various daily processes using Fiserv products.

Playbooks help clarify processes, with instructions for each step in a process and verification to ensure each member of your staff is using Fiserv products correctly. Process time is recorded to aid in regulatory requirements, and metrics are created so you can see where staff is getting stuck, and how additional training might improve process times.



Performance Scorecard

This is a comprehensive report on operational efficiency within your team. Metrics are combined from Fiserv product certifications, Client360 resource usage, Confidence playbook completion and support inquiries opened by your team. This view shows not only training progress, but also where additional education could be beneficial.

In-depth quarterly reviews with Fiserv experts on Performance Scorecard data create an action plan to provide more training for your team on the areas where they have needed to contact support. This way, you can see the benefits of training through gradual efficiency progress and a reduction in the need for support.



Educational events


Educational events give your staff opportunities to advance their skills with Fiserv products. With virtual and in-person opportunities provided, staff can sharpen their skills, gain insights from Fiserv experts and build a larger professional network.

These opportunities include single-topic sessions, multisession events that build upon each other and regional, deep-dive events with networking opportunities.



Connect With Us

For more information
about Fiserv University:

 800-872-7882

 getsolutions@fiserv.com

 [fiserv.com](https://www.fiserv.com)

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

Visit [fiserv.com](https://www.fiserv.com) to learn more.