



» Company Background

- Fiserv origins date back some 30 years in providing advanced data and operations processing systems and services. Fiserv was formed on July 31, 1984 through the combination of two major regional data processing firms located in Milwaukee, Wisconsin, and Tampa, Florida. Credit Processing Services was acquired by Fiserv in 1997.
- Fiserv Credit Processing Services has been providing credit processing services on the Vision21/PLUS software platform, for over 10 years.
- Fiserv Credit Processing Services provides its clients with data and systems that enhance their ability to manage the entire lifecycle of their customers, helping to target, service, and build profitable customer relationships. Creating an end-to-end value proposition, which is comprised of target marketing, credit decisioning, account acquisition, account processing, customer interaction center, fulfillment, risk management and information management for decision support across the entire value chain.



High-value services that yield high-value loyalty

» Business Needs

- The number of customers and the spectrum of services Fiserv has been providing for almost 3 decades, certainly have fueled the need for a more useable and time saving system, in order to attract an even larger horizon of customers.
- By introducing a user friendly and easy to be trained on type of system huge cost savings can be done on training budget.
- The enterprise modernization tools needs to be utilized in order to improve the overall accessibility, navigability and usability which in turn will translate to improved revenue.
- Huge need for in house hosting needs to be fulfilled for a large number of customers.
- A more efficient and useable system means more number of customers.

» Business Problem Case

- A web based application is highly accessible just with a mouse click (button press if it's a PDA) and a simple browser, without any geographical constraints, which in turn sets the expectations higher for green screen modernization in to web-based application.
- A better look and feel of the application translates into better presentation and improved usability, hence attraction for more customers and consequently if we need more longitude and latitude in business growth, better look and feel is the answer.
- With all its functional and computational robustness, mainframe applications have a tedious and time consuming navigation sequence, hence utilization of screen modernization (using customizations & combinations etc) should be done.

» Initial Steps

- HATS Training provided to Fiserv technical & functional leads
- Mentoring provided in deciding solution for screen modernization techniques
- Submitted Statement of Work for services consulting, as a result of request for proposal from the client (considering IBM HATS as a potential solution for screen modernization of the 3270 green screens).
- Proposal accepted by the client.
- Project Plan created and signed-off by both the teams.

Note: - Fiserv technical and functional teams have highly appreciated the technical expertise, process orientation & adaptability that Royal Cyber Inc. has proven from day 1.

» Solution (IBM Rational HATS)

- IBM Rational HATS advanced screen scrapping mechanism utilization, for transformation of the i-Series screens into HTML pages
- Web services implementation for faster data retrieval
- Complex macros implementation for efficient navigation
- Java and XML based menu & sub-menu creation
- IBM HATS Integration Object implementation
- Custom widgets implementation
- EGL proposal underway for a few application components modernization

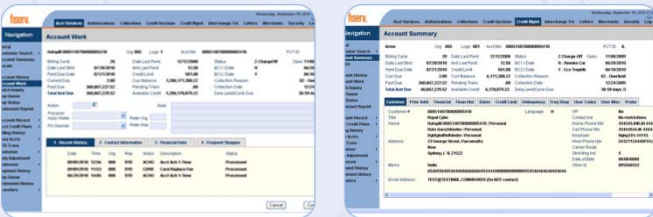
» Achieved Project Milestones

- Project Level Templates
- Service optimization through the use of Webservices
- Multi-tier menus
- Tabbed screens as a combination of multiple screens
- Navigation Macros
- Screen Customizations Screen Combinations for previously default rendered major components:
 - Embosser
 - Account Records
 - Customer Records
 - Work Flow Management
- CVS Setup

» Master Tab Mainframe Screens



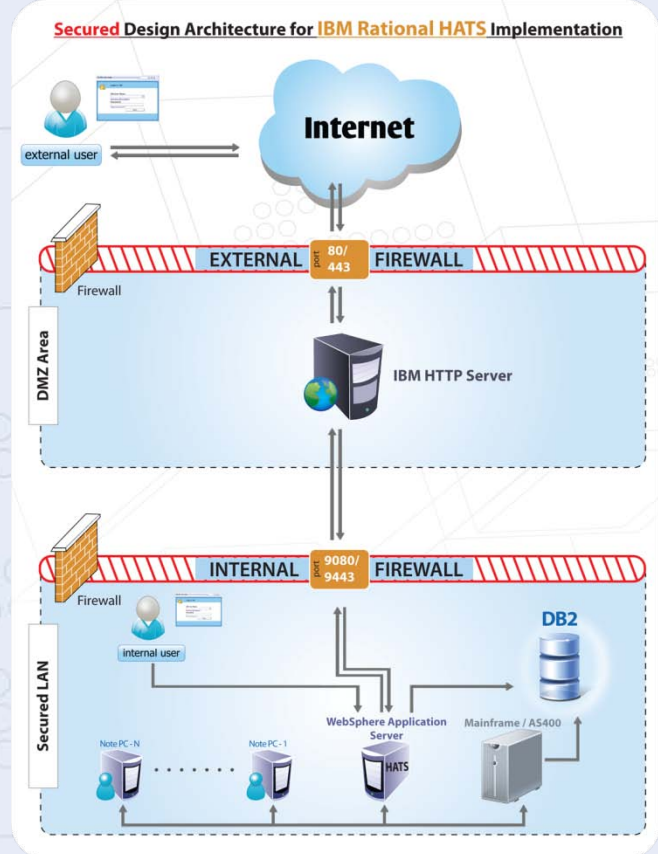
» Master Tab Web-Based Screen



» Business Benefits

- Global accessibility fueling business generation
- User friendly Dynamic menus saving a lot of time
- Rich GUI with better look and feel with better efficiency
- Customized access to one or more host applications
- Dynamic creation of a new Web HTML interface
- Significant improvement in the navigation and productivity of legacy applications with greater time efficiency
- Increased number of customers

» Design Architecture



Secured Design Architecture for IBM Rational HATS Implementation

» Key Technologies and Tools used

- Rational Host Access Transformation Services
- Rational Application Developer
- Java
- JavaScript
- HTML
- CVS
- Mantis
- SharePoint
- IBM Rational Team Concert proposal underway for code management
- RBD & EGL Proposal underway