

Fiserv Output Solutions: Continuous Investment Yields Quality Results

MADEON ADVISORS

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BEST PRACTICES ASSESSMENT OVERVIEW

Corporate print service divisions that produce customer communications documents are continually looking to streamline processes and improve production controls to better manage and reduce costs. In our Best Practices Assessment (BPA), Madison Advisors examines best practices of enterprise document service operations and for-profit service providers. This quantitative assessment utilizes over 700 data points in the areas of cost, technology, operations and strategy to measure activities at each facility. By examining each participating organization's scores against the group scores, Madison Advisors provides objective insight into how the operations and practices of each individual participant compare to the industry at large.

In the BPA, Madison Advisors examines processes related to the composition of paper-based and electronic documents, recognizing both as critical to virtually every business regardless of size, industry or vertical focus. In our assessment of processes supporting the production of paper, we remain mindful that for many applications, physical documents remain the vital link between key business processes and also between corporations and their clients. While consumer adoption of emerging options for electronic delivery is steadily increasing, Madison Advisors' research shows that paper documents continue to be a primary communication delivery channel. A major premise of our research is that the growing acceptance of electronically delivered documents will not eliminate the need for continued maintenance and enhancement of hardware delivery systems but, over time, will reduce the volumes supported. Both types of delivery channels will be required to support world-class customer communications for the foreseeable future.

FISERV IS A LEADER

Fiserv Output Solutions ("Fiserv") is one of the leading providers in the print service provider (PSP) segment.

As the highest volume 2nd-party first-class mailer by average count in the United States, Fiserv has the processes and procedures to securely mail over 8-million mail pieces each day. Fiserv technology has defined the standard for a high-quality print-to-mail provider and supports market leaders across financial services, healthcare, insurance, telecommunications and utilities verticals.

FISERV OVERALL BPA SCORES

Fiserv engaged Madison Advisors to evaluate its Houston, Texas and Omaha, Nebraska, operations through the BPA process. As shown in the chart below, both the Houston and Omaha facilities scored 10% higher than other PSPs and 20% higher than enterprise in-house print operations that have participated in the BPA. The Houston and Omaha sites scored nearly identical to each other. Fiserv has ensured that all its facilities utilize the same systems and processes in order to provide consistent quality across the company. This common operating environment enables business continuity, load balancing and document flexibility across the sites to deliver consistent color and quality regardless of the source, all while maintaining service level agreements.

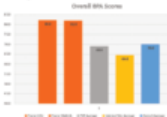


Figure 2 - Fiserv Sites vs. BPA Average