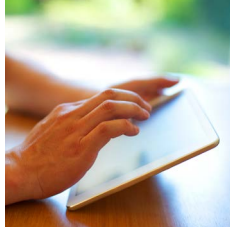


Testing Services

Comprehensive, Cost-Effective Software Testing for the Financial Services Industry



Whether you need to update a customized application, add new features or integrate applications with other systems, Testing Services from Fiserv ensures a smooth and cost-effective software implementation.

Testing Expertise + Product Experience = Software Implementation Savings

The constantly evolving financial services industry demands frequent changes to already complex applications and infrastructure. Digital transformation and advent of new development paradigms such as DevOps and Agile are changing the expectations from quality assurance:

- Increased competition, new customer channels, mobile and digital transformation technologies require rapid application upgrades
- Stringent regulatory requirements challenge the already resource-strapped information technology (IT) departments
- DevOps and Agile methodologies are creating additional pressure to find faults early and often throughout the sprints of product development life cycle
- Software failures have far-reaching consequences, including loss of revenue and customer loyalty

State-of-the-art testing practices and domain knowledge at Fiserv has resulted in various successful upgrades and implementations. Our unparalleled understanding of both the industry and our products increases the quality of our software testing, resulting in reduced cycle time for upgrades and new implementations.

Testing Excellence at Fiserv

The Fiserv team is well-placed to provide testing services around its own and third-party products in an integrated environment.

Fiserv Advantage:

- Dedicated team of 800+ testing professionals with rich experiences across domains
- Testing experts certified by ISTQB, QAI, HP, Microsoft, NeoLoad and other leading organizations
- Proven expertise in managing integrated testing across various Fiserv and third-party products
- Enhanced productivity through innovative functional, performance, data warehousing, mobile, web services, browser compatibility and test management tools
- Well-defined testing processes and methodologies based on CMMI, TMM, ISO, RUP and Agile methodology
- Specialized performance and security testing labs and reusable test-automation frameworks

End-to-End Systems Testing	Product Implementation, Migration & Upgrade Testing	Test Automation	Nonfunctional Testing
<ul style="list-style-type: none"> • Functional testing of core systems • Functional testing of dependent upstream and downstream systems and interfaces • Test preparation, reviews/inspections and configuration management • Optimized test execution • Test suite maintenance • Metrics-driven test progress and effectiveness reporting 	<ul style="list-style-type: none"> • Product migration functional testing • Test strategy and release planning • Test case preparation, review/inspections • Regression and functional test suite maintenance • Regression testing • Configuration and installation testing • Maintenance and support 	<ul style="list-style-type: none"> • Test automation feasibility and return-on-investment analysis • Definition of automation strategy and tools selection • Enterprise test-automation frameworks • Automation scripting and test-bed maintenance • Automation test reporting and governance • HP, IBM, Empirix, Microsoft and open-source tools experience 	<ul style="list-style-type: none"> • Performance testing • Compatibility testing • Accessibility testing • User experience testing • Performance environment planning • Workload analysis and modeling • Performance execution, result analysis and benchmarking

Maturity Assessment (QMA) & Quality Assurance Health Check (QAHC)	Mobile Testing	Middleware Testing	Testing as Managed Services (CoE)
<ul style="list-style-type: none"> • Test-maturity assessments and audits • QAHC – fast-track assessment of testing portfolio • Test maturity and optimization • Test improvement road map • Best practices pilots and optimization • Process, methodology, automation tools and framework coaching and mentoring • Test management 	<ul style="list-style-type: none"> • Testing of mobile applications (native/hybrid/web) • Use of mobile test labs on cloud including automation of regression tests • Mobile device emulated tests • Use of commercial and open-source tools for test automation 	<ul style="list-style-type: none"> • Middleware and service-oriented architecture (SOA)-based application test strategies • Comprehensive risk-based test strategies that uncover complex interdependencies between various components and business functions • Robust test-data management practices • Well-defined test automation approach 	<ul style="list-style-type: none"> • Managed functional testing • Managed nonfunctional testing

Flexibility—When and Where You Need It

Fiserv global delivery centers in the U.S., India and Costa Rica allow us to structure a customized program to meet your specific testing needs including same-time-zone requirements, overnight services and other criteria.

Testing Center of Excellence

Our Testing Center of Excellence (CoE) focuses on test process automation and management, development of IPs and automation accelerators. Fiserv testing professionals deploy well-defined testing processes and industry-standard testing tools to deliver world-class software quality. Our systematic approach to continuously improve our Testing Center of Excellence has resulted in a rich knowledge repository and best practices that ultimately benefit our customers.

All Testing Services engagements provide comprehensive, transparent, metrics-based reports that include:

- Project progress
- Team productivity
- Product quality
- Testing maturity
- Organization responsiveness measurements

Count on our unparalleled experience to reduce your time to market for implementation and upgrades.

Fiserv has worked on a state-of-the-art cloud-based solution for automated crawling to carry out field-level validation testing by automatically traversing the application and cloud-based browser compatibility testing.

Testing Services From Fiserv Will Help You:

- Improve software implementation quality
- Accelerate the delivery of new services and features to market
- Reduce total cost of ownership

In the event of a critical incident, you can be sure that your systems would be easily restored and operations resumed as quickly as possible.

Disaster Recovery Services Include:

- Disaster recovery planning services to review and update plans and recommend options for redundancy
- Backup of the tapes/databases on a periodic basis
- Restoration of database and disk groups from backup media
- Validation that all data components are present and not defective
- Electronic report and signed printed report of verification for audit purposes



Fiserv is driving innovation at the speed of life to enhance the way people live and work today. Visit fiserv.com and fiserv.com/speed to learn more.

Service Offerings

Unit Testing	System Testing	SOA/Web Services	
Integration Testing	System Integration	Regression Testing	
Acceptance Testing	Compatibility and Configuration Testing	Test Automation	
Business Process	Operational Readiness	Regulatory and Compliance	
Performance Testing	Usability Testing	Security and Pen Testing	Compatibility Testing

Enabled by Fiserv Global Delivery Centers

Fiserv combines domain and product expertise with the scalability, cost and process quality benefits of a global delivery model. Our global delivery centers, 4,000+ professionals and years of product development and testing experience add up to services that create real value and results.

Delivery capabilities in the United States, Costa Rica and India enable us to offer a seamless global team with “best shore” delivery options. Choose the optimal mix of onshore, nearshore and offshore resources to provide uninterrupted support and the best value.

Connect With Us

For more information about Testing Services, please contact us at 800-872-7882 or visit www.fiserv.com.

Key Benefits

- **Deep Domain Expertise**—Fiserv is focused on financial technologies. Our professionals are certified by the American Bankers Association, Mortgage Bankers Association and other leading organizations, and have certifications in a wide range of technologies. Fiserv is accustomed to working in a highly regulated environment
- **Unsurpassed Product Knowledge**—Fiserv professionals have extensive experience developing, testing and supporting our award-winning products
- **Scalability**—Fiserv global delivery centers provide you with the flexibility to quickly scale teams up or down to meet changing business requirements
- **24/7 Support**—Our onshore, nearshore and offshore locations enable us to provide round-the-clock support
- **Structured Governance and Transition Methodology**—The value you expect is the value we deliver, thanks to our best-in-class engagement frameworks, metrics-based reporting, well-defined processes and systematic transition methodology.
- **Security**—ISO 27001, PCI DSS, SSAE 16 and ISO 9001: 2008 certified delivery centers



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