Product

Maintenance Automation for Premier®
Take Control of Mass Account Changes

fiserv.

Maintenance Automation for Premier from Fiserv enables you to perform mass maintenance to your core account database quickly and accurately. By putting the control in your hands, this solution adds speed and flexibility to a typically manual back-office function.

Using Maintenance Automation, you can perform and administer mass changes to accounts within the Premier database – all through Navigator for Premier. This convenient solution empowers your staff with a means of making updates to multiple accounts, including demand deposit, savings, certificates of deposit, loans, lines, safe deposit box and cards, as well as portfolios and name and address files, without relying on outside resources.

Common changes, such as adjusting a responsibility code for an account, setting the overdraft limit on certain account types, adding addenda or updating flex fields, can be performed during regular work hours – updating thousands of records in just minutes.

Your organization can save days or even weeks by replacing slower manual processes and third-party systems with this faster, easier and more intuitive process. And by choosing a solution from your trusted partner, you can take advantage of technology designed by those with extensive knowledge of the Premier bank platform. That in-depth understanding of Premier helps to ensure data accuracy.

Runs in the Background

Compared with slower, tedious methods of making mass changes, Maintenance Automation saves time and labor, offering a significant return on investment. Rather than limiting access to a single, dedicated PC, this flexible solution can be used by any authorized employee from his or her own workstation, and multiple maintenance requests can be processed concurrently.

Navigator provides quick access to the solution, and a step-by-step workflow makes the maintenance process easy. An unobtrusive option, Maintenance Automation runs in the background, allowing employees to continue working on other tasks.

Enhanced Accuracy and Audit

In addition to providing faster turnaround on mass maintenance changes, Maintenance Automation also enhances the accuracy of these account updates.

Business rules built in to the solution help prevent errors and maintain database integrity. Furthermore, all changes are automatically recorded to the audit file to ensure that your record keeping and audit trail are complete.

Administrative Control and Reporting

Administrators can determine time frames in which Maintenance Automation sessions execute mass account changes. Use this feature to ensure that during times of the day when staff is busy, no additional demand on system capacity occurs within the system. Maintenance Automation can also be set to generate emails that let individuals know when a session has been started, paused, resumed and/or completed.

Before a mass maintenance request is performed, Maintenance Automation checks to be sure the change is consistent with business rules built into Premier. If the change contradicts any predefined settings, such as a service charge cycle requirement, the item is flagged and listed as an exception at the end of the update.

Maintenance Automation also offers detailed reporting of your maintenance activity. These reports can be produced before any changes are made, offering your staff the opportunity to verify which accounts will be affected. Nightly reports can also be generated that provide up-to-date information about maintenance sessions and exceptions.

Key Benefits

- Save time and labor – Update thousands of accounts in just minutes, saving your organization days or even weeks

- Take control – Empower your staff to perform mass maintenance, and reduce dependence on outside resources and their schedules

- Ensure accuracy – Business rules built in to the solution help prevent errors and maintain database integrity

- Enjoy greater flexibility – Maintenance Automation can be used by any authorized member of your team from his or her own workstation

- Create an audit trail – Details about changes are automatically logged for reporting

Connect With Us

For more information about Maintenance Automation for Premier, call 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

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