

July 23, 2013



## First Federal of Bucks County and United Community Bank Implement DNA from Fiserv for Real-Time Account Processing

- Two community banks transform their enterprises with the DNA platform and integrated solutions from Open Solutions, now part of Fiserv
- DNA implementations completed on schedule and within budget without service disruptions
- DNA core platform provides the banks with a comprehensive, real-time view into their customer relationships across all channels

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced that First Federal of Bucks County, based in Bristol, Pa., and United Community Bank, based in Lawrenceburg, Ind., have implemented the [DNA](#)™ account processing platform from Open Solutions, now part of Fiserv. The \$678 million asset First Federal Bucks County and \$523 million asset United Community Bank both cited the real-time processing capabilities, open architecture and intuitive design of DNA as factors influencing their system selections.

“When we chose DNA, I knew we had a lot to look forward to, but now that we’re live on the platform, I’m truly amazed by the advanced, user-friendly technology,” said Karen Shinn, senior vice president of Deposit Operations and Information Technology, First Federal of Bucks County. “DNA is both flexible and easy to use, but most importantly, the platform’s customer-centric, real-time data model is helping us do what we do best: deliver superior service every day across all channels.”

[Recognized by industry leading analysts](#) for its best-in-class technology, user experience and breadth of functionality, DNA is the first open, relationship-centered core banking platform built for global collaboration. The platform employs a real-time, relational data model designed around the person, not the transaction, so that First Federal Bucks County and United Community Bank staff can securely view complete profiles of their retail and commercial customers by person, product or account. Account information is updated in real-time across all channels so that customers can access up-to-the-minute balance and transaction data at the ATM, over the phone, from a computer or on a mobile device.

“We have been extremely pleased with the results of our recent conversion to DNA,” said Mike McLaughlin, senior vice president of Operations, United Community Bank. “The conversion process went smoothly with a great team from Fiserv working closely with us throughout. The open architecture of DNA will help United Community Bank continue our growth and allow us to offer customers new products and technologies with ease.”

With the platform's open .NET architecture, First Federal Bucks County and United Community Bank can easily enhance DNA with solutions from Fiserv and other third-party partners. The banks have access to the DNACreator™ development toolkit, which allows bank IT professionals to create and sell custom core extensions called DNAApps™ to other financial institutions via the DNAAppstore™. DNAAppstore is the first online marketplace for core innovation and global collaboration, creating the potential for additional revenue through shared custom applications.

To extend the power of DNA further, both First Federal of Bucks County and United Community Bank implemented Voice for telephone banking, Document for electronic content management and Report for business intelligence reporting. First Federal of Bucks County also implemented Open Data for data warehousing while United Community Bank implemented Credit Card for card portfolio management and Opencheck™ for outsourced item processing with branch and merchant capture.

"First Federal of Bucks County and United Community Bank join a long list of innovative financial institutions that have successfully migrated to DNA," said Steve Cameron, president, Open Solutions Division, Fiserv. "We look forward to helping these institutions deliver best-in-class service to their customers."

#### **Additional Resources:**

- Open Solutions, now part of Fiserv – [www.fiserv.com/about/brands/open-solutions.htm](http://www.fiserv.com/about/brands/open-solutions.htm)
- DNAAppstore – [www.DNAAppstore.com](http://www.DNAAppstore.com)

#### **About First Federal Bucks County**

Founded in 1885 as a mutual thrift organization, First Federal of Bucks County has assets of \$678 million and operates 11 offices throughout Bucks County. For additional information, visit [www.firstfedbucks.com](http://www.firstfedbucks.com).

#### **About United Community Bank**

United Community Bank is the result of the April 1999 merger of two institutions that together have served Southeastern Indiana for almost 200 years: Perpetual Federal Savings and Loan and Progressive Federal Savings Bank. As of December 31, 2012, United Community Bank has assets of \$523 million and serves over 35,000 customers through its six branches. Learn more at [www.bankucb.com](http://www.bankucb.com).

#### **About Fiserv**

Fiserv, Inc. (NASDAQ: FISV) is a leading global technology provider serving the financial services industry, driving innovation in payments, processing services, risk and compliance, customer and channel management, and business insights and optimization. For more information, visit [www.fiserv.com](http://www.fiserv.com).

FISV-G

#### **Media Relations:**

Julie Smith  
Public Relations Manager  
Fiserv, Inc.

412-577-3341

[julie.smith@fiserv.com](mailto:julie.smith@fiserv.com)

or

**Additional Contact:**

Wade Coleman

Director, Public Relations

Fiserv, Inc.

678-375-1210

[wade.coleman@fiserv.com](mailto:wade.coleman@fiserv.com)

Source: Fiserv, Inc.