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Fiserv Awarded “Best-in-Class” Rating in 2013 Enterprise Content Management Technology Analysis from Independent Research Group

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), a leading global provider of financial services technology solutions, today announced two of its enterprise content management (ECM) solutions, Nautilus® and Director®, have been awarded three “Best-in-Class” ratings in the CEB TowerGroup 2013 Enterprise Content Management Technology Analysis. Nautilus and Director were both recognized in the Content Management and User Experience categories, and Nautilus was recognized in the Enterprise Support category.

“Financial institutions are now realizing how ECM and workflow integration that facilitate the exchange of documents with consumers can lead to higher levels of self-service,” said CEB TowerGroup senior research director, Craig Focardi. “Cost reduction, compliance requirements and customer service improvements are driving investments by financial institutions in emerging ECM capabilities that can help solve key shortcomings in customer- and employee-facing technology solutions.”

Nautilus from Fiserv was recognized for its adaptable ECM infrastructure, which enables workflow layers for integrated departmental applications supporting treasury management, loan servicing and loan origination. Each application comes with pre-configured business rules to define events-based workflows that can be redesigned by business analysts during discovery or on an ongoing basis.

“We are delighted that CEB TowerGroup has recognized our ECM solutions as advanced components in banks’ constant effort to streamline processing efficiencies, maintain compliance and provide enhanced customer service,” said Jay Coomes, vice president of product & strategy, Enterprise Content Management, Fiserv. “Nautilus and Director are critical elements of an overall content management strategy – as new regulations evolve, banks will require ECM capabilities that help them adapt to new requirements and maintain the highest level of document management.”

ECM solutions help transform business processes by driving new paperless processes and more streamlined workflows. ECM solutions from Fiserv serve a wide variety of organizations, from small community banks and credit unions to the largest financial institutions in the world. Solutions include advanced document imaging, workflow, reporting and risk mitigation tools, and all are available as either in-house solutions or outsourced services.

To read the full report please visit: <http://www.executiveboard.com/towergroup-blog/big-content-whats-moving-the-market-and-which-vendors-are-moving-with-it/>

Additional Resources

- Nautilus from Fiserv - <http://www.fiserv.com/insights-optimization/enterprise-content-management/nautilus.htm>
- Director from Fiserv - <http://www.fiserv.com/industries/bank-platforms/multi-platform-solutions/director.htm>

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.

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