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Ferrari Financial Services Renews its Agreement for Business Process Outsourcing Services from Fiserv

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions, announced today that Ferrari Financial Services, a subsidiary of Ferrari and a client since 2007, has renewed its agreement for [Business Process Outsourcing \(BPO\) services](#) from Fiserv. Ferrari Financial Services originally chose Fiserv to handle a full-range of BPO services, from application at the dealership through final payment, because of the reputation of Fiserv and its unique product offering. The ability of Fiserv to continually provide the high level of service Ferrari Financial Services needs to meet its business objectives is why Ferrari Financial Services chose to renew its agreement.

"As a financial services provider for such an exclusive brand, providing top-level customer service is a necessity. When selecting a partner to work with our customers we need to know that they are going to provide the level of service we pride ourselves in providing," said Tom Vitale, vice president and general manager, Ferrari Financial Services, Inc. "Fiserv understands our priorities at Ferrari and has made our business objectives their own. I trust our customer relationships with them, which made the decision to renew an easy one."

Fiserv provides Ferrari Financial Services with access to a full-range of BPO services, including customer care, plate and registration cancellation and regulatory compliance, which enable it to respond to a variety of special business needs.

Ferrari Financial Services also chose to renew its agreement for the [Automotive Loan Origination System \(LOS\)](#) from Fiserv, which is engineered to provide real-time access to key data throughout the approval and funding workflows, resulting in optimum staff productivity and improved dealer service levels. In addition, the system features efficient access to strategic record data required for quality credit analysis and contract package processing, which reduces errors and streamlines funding and dealer disbursements.

"Fiserv is committed to providing the services and technology that offers a superior user experience throughout the origination process, but more importantly we are dedicated to working with clients such as Ferrari Financial Services to develop and optimize a solution that will enable them to address their client and business needs," said Kevin Collins, president, Originations and Automotive Solutions, Fiserv.

Additional Resources:

http://www.fiservlendingsolutions.com/content/products/auto_bpo.aspx

-- Automotive Loan Origination System -

http://www.fiservlendingsolutions.com/content/products/auto_landLoanOrig.aspx

About Fiserv

Fiserv, Inc. (NASDAQ: FISV) is the leading global provider of information management and electronic commerce systems for the financial services industry, driving innovation that transforms experiences for financial institutions and their customers. Fiserv is ranked No. 1 on the FinTech 100 survey of top technology partners to the financial services industry. For more information, visit www.fiserv.com.

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Source: Fiserv, Inc.