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Javelin Strategy & Research Names Fiserv Best in Class Mobile Banking Provider

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv, Inc.](#) (NASDAQ: FISV), the leading global provider of financial services technology solutions, today announced that Javelin Strategy & Research has named Fiserv the "Best in Class" mobile banking provider for the second year in a row in its "[2011 – 2012 Mobile Banking Vendor Scorecard](#)." Providers were evaluated in multiple categories including support for mobile access modes, product features, scalability and security. Fiserv attained the highest score of all the providers surveyed and is the only provider to be named "Best in Class" for two consecutive years, demonstrating consistent leadership in this emerging channel.

The Javelin report credited key acquisitions of M-Com and CashEdge by Fiserv for bringing strategic mobile services in-house.

"Fiserv made a number of strategic mobile acquisitions in the past 12 months to enhance its organizational edge and mobile capabilities," said Mary Monahan, executive vice president and research director, Mobile, Javelin Strategy & Research. "These acquisitions combined with other strategic partnerships give Fiserv's newly renamed and repackaged Mobiliti™ mobile solution the bandwidth to offer advanced functionality and money movement capabilities."

The Javelin report found consumer use of mobile banking grew 60 percent over the past year and concluded mobile banking offerings have moved from a "nice-to-have" to a "must-have."

While Javelin acknowledged that one of the biggest barriers to consumer adoption remains security concerns, they noted that technology providers have an opportunity to take advantage of the "personalized, always-with-you nature" of mobile phones to offer enhanced security features not available in other channels. Javelin gave Fiserv the highest score available in the security category based on an evaluation of security, back office, and alerts and advanced functionality capabilities.

"Adoption of our Mobiliti solution is accelerating as more financial institutions recognize the central role the mobile channel will play in customer relationships," said Erich Litch, division president, Digital Channels, Fiserv. "Fiserv will build on our consistent leadership in this channel by delivering new mobile capabilities and more value for our clients as we move into 2012."

[Mobiliti from Fiserv](#) is available in multiple distinct versions tailored for use by financial institutions of varying sizes within both the United States and international markets. Mobiliti supports all three major mobile access modes, SMS (text messaging), mobile browser and

downloadable applications for Android™, iPhone® and Blackberry®, and seamlessly integrates banking and payments capabilities.

Methodology

The Javelin Strategy & Research 2011 Mobile Banking Vendor Scorecard is based on data collected during March, July and August 2011 in surveys with over 10,000 consumers. The data is also based on information collected through executive interviews with six financial institutions and 17 vendors.

Additional Resources:

- Javelin Strategy & Research – www.javelinstrategy.com/research
- Mobiliti from Fiserv – www.fiserv.com/mobile
- Fiserv mobile banking and payment white papers – www.fiserv.com/white-papers.htm

About Javelin Strategy & Research

Javelin provides superior direction on key facts and forces that materially determine the success of customer-facing financial services, payments and security initiatives. Our advantages are rigorous process, independent position and expert people. For more information about this or other Javelin reports, please visit www.javelinstrategy.com/research or contact Liz Travers at (925) 225-9100 ext. 31 or etravers@javelinstrategy.com.

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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