

February 12, 2014



## **Fiserv Offers its Self-Service Device Manager Solution as Software as a Service**

- Hosted solution helps organizations avoid up-front capital expenses, implementation challenges, and a continuing need for maintenance, upgrades and customization
- Device Manager provides device monitoring, performance measurement, and service dispatch and management
- Best-in-class, reliable infrastructure optimizes security, redundancy and performance, and streamlines compliance processes

BROOKFIELD, Wis.--(BUSINESS WIRE)-- [Fiserv](#), Inc. (NASDAQ: FISV), a leading global provider of financial services technology solutions, announced today that Device Manager™, its device monitoring, performance measurement, and service dispatch and management system, is now available as a software as a service (SaaS) solution to help organizations ensure that self-service devices are in top working order and fully stocked with currency.

“Using Device Manager in a hosted environment provides a cost-effective solution to the demands of systems ownership. Organizations are able to avoid up-front capital expenses, implementation challenges, and a continuing need for maintenance, upgrades and customization in this type of environment,” said David Johnson, senior product manager, Cash & Logistics, Fiserv. “Additionally, it minimizes reliance on internal IT resources. Fiserv professionals are most qualified to troubleshoot and respond to any issues that crop up with a self-service device network, which essentially gives an organization dedicated expert support for this important application.”

Even in a hosted environment, users can still configure Device Manager to fit their needs. Standard reports and dashboards can easily be supplemented with customized reports and queries using an easy-to-use, drag-and-drop report designer.

Device Manager provides robust device management capabilities that automate the end-to-end process of detecting and resolving problems across an organization’s self-service device network. With up-to-the-minute transaction data and business intelligence, it increases device and network availability through improved fault management, service management and proactive troubleshooting. Device Manager uses real-time alerts to determine currency availability and transaction activity on self-service devices and to prioritize service calls across the network.

Fiserv will be showcasing Device Manager at the ATMIA U.S. conference and expo in Orlando, Fla., February 11-13 at the Loews Pacific Resort at Universal Studios.

### **Additional Resources:**

- Device Manager - <http://www.fiserv.com/insights-optimization/cash-logistics/device-manager.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](http://www.fiserv.com).

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Source: Fiserv, Inc.