



Client Services

Completing the Power of Fiserv IPS-Sendero

Fiserv IPS-Sendero completes the equation.

Our client services are unmatched in the industry. We offer solutions for enterprise risk management. Standing behind them are top-notch industry experts. Most have worked for financial institutions and know firsthand the challenges you face every day.

Without a full battery of client services to back up the software solutions, your financial institution is getting only a fraction of the power it needs to stay competitive.

Our support – online, over the phone or in person – has a well-deserved reputation for excellence. IPS-Sendero resolves issues effectively and quickly, always making your satisfaction the highest priority.

Whether it's onsite training or implementation assistance, IPS-Sendero takes care of the client. Our business depends on it.



Client Services Offerings:

IPS-Sendero support staff is made up of highly trained experts who know the products inside and out. They resolve issues onsite, through the phone or via the Internet – whatever works best for you.

Product Support and Training

Our tiered support structure ensures the most efficient handling of client issues. Regardless of its complexity, your issue is always on the fast track to resolution.

IPS-Sendero provides training on site, in the classroom or via web conferencing. Our trainers show you how to take full advantage of our solutions so you can enjoy their maximum value. If you still have questions after the training, answers are only a phone call away.

The client services staff can also recommend products that deal with any particular challenges your institution may be facing. The goal is always to help make your company as successful as possible.

To learn more about IPS-Sendero Client Services and our enterprise risk management solutions, call us today or visit us at www.fiservips-sendero.com.



Client Advocacy

Should there be a requirement at your institution that our solutions do not fully address, we can investigate and recommend an enhancement to our development department. The client services staff is your touchpoint for any questions, comments or concerns you may have about any IPS-Sendero issue. We are here to take care of you.

Your Success Begins with Our Expertise

With 22 years of experience, Fiserv is the world's largest service provider to lending institutions and has established relationships with 91 of the top 100 banks globally. You benefit from our leading-edge knowledge as well as our service-oriented architecture — powerfully integrating all our products to streamline your workflow and processes.

Tap our broad or intensely specialised knowledge of the financial industry to achieve your goals, strengthen internal capabilities or maximise the benefits of outsourcing. Fiserv delivers enterprise risk expertise through its risk and performance management unit, Fiserv IPS-Sendero. With its exclusive financial services focus, IPS-Sendero brings you a deeper understanding of enterprise risk management processes that add value at every level of your organisation.

More than 17,000 clients worldwide rely on Fiserv's 230 U.S. and 21 international locations to help them manage the complexities of today's marketplace. Let us show you how our knowledge and technology can help you succeed.

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