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## Fiserv FSC Insurance gains visibility and cost savings through better project management

Vertabase® Pro optimizes workload per person ■

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Press Release

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OAK PARK, MI, May 3, 2006 - Vertabase, a leading developer of productivity-enhancing software solutions, today announced that FSC Insurance Solutions, a full-service provider of personal lines rating solutions for the insurance industry and a business unit of Fiserv, Inc. (NASDAQ: FISV), has successfully implemented Vertabase Pro software.

Vertabase Pro organizes people and projects by simplifying, centralizing and accelerating access to critical up-to-date information. Vertabase Pro facilitates management by providing a framework for increased productivity.

Traditionally, FSC Insurance Solutions updated its insurance rating software twice monthly. It was a time- and resource-consuming process. Complex changes could take up to 100 hours to complete and updates accounted for up to 2,000 person hours per month. The company was looking for new ways to increase overall project management efficiency. Centralized and transparent tracking was needed to reduce the volume of e-mail, phone calls and face-to-face meetings that were obstacles to productivity.

FSC Insurance Solutions implemented Vertabase Pro as a central repository for all project information. Project managers, developers, programmers and quality assurance experts now have immediate access to centralized and up-to-date information.

Since implementing Vertabase Pro, project managers at FSC Insurance Solutions have been able to evaluate and optimize the workload-per-person with much greater accuracy. In addition, programmers and quality assurance experts immediately saw the benefits from simplified time management and enhanced individual productivity.

"Moving from one task to another is much more efficient than before," said Melody Johnson, Executive Vice President, FSC Insurance Solutions. "Now we are able to

effectively track new and outgoing projects while having a better understanding of resource availability. From the development cycle to testing and deployment, our Project Managers are better equipped to keep projects on schedule. Vertabase Pro has proven to be a very solid investment."

"FSC Insurance Solutions is now saving about \$8,500 per software update thanks to Vertabase Pro," said Mark Phillips, CEO, Vertabase. "That's \$17,000 a month and more than \$200,000 a year. These are strong numbers that clearly illustrate the value and demonstrate the ROI of our product."

### About Vertabase

Vertabase was founded in 1997. First launched in 1999, Vertabase's flagship product Vertabase Pro provides advanced resource planning, easy-to-use project management, project tracking and comprehensive document management. Vertabase's clients include ABN Amro, Bailey Engineering Group, City of Fresno, Commerce Bancshares, Datanet Engineering, Global Electronics, Institute of National Resources of South Africa, Ives Creative, Mercer Insurance Group, Plymouth Rock, Shore Bank, Unifund, Vicor Power and Washington State Department of Health. For more information, please call (661) 821-2112, write [contact@vertabase.com](mailto:contact@vertabase.com) or visit [www.vertabase.com](http://www.vertabase.com).

### About FSC Insurance Solutions

FSC Insurance Solutions, a business unit of Fiserv, Inc. (NASDAQ: FISV) is a full-service provider of personal lines rating solutions for the insurance industry. As a leader in rating and insurance technology solutions, FSC provides systems to more than 6,500 customers nationwide, including independent agents, brokers, insurance companies and managing general agencies.

**About Fiserv Inc.**

Fiserv, Inc. (NASDAQ: FISV) provides information management systems and services to the financial and health benefits industries, including transaction processing, business process outsourcing and software and systems solutions. The company serves more than 17,000 clients worldwide, including banks, credit unions, financial planners and investment advisers, insurance companies and agents, self-funded employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$4.1 billion in total revenue for 2005. Fiserv was ranked the largest provider of information technology services to the U.S. financial services industry in the 2004 and 2005 FinTech 100 surveys by the American Banker newspaper and the Financial Insights research firm. Fiserv can be found on the Internet at [www.fiserv.com](http://www.fiserv.com).