

## AMDOCS CUSTOMER SUCCESS STORY

HELEN COUSINS, CIO OF FISERV ISS SPEAKS OUT  
ABOUT AMDOCS' WORK WITH FISERV™



"The nature of our outsourcing relationship with Amdocs has undoubtedly contributed to the success of the project."

**HELEN COUSINS**  
CIO, FISERV ISS

amdocs

### Fiserv Investment Support Services

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#### ABOUT AMDOCS

Amdocs is the market leader in customer experience systems innovation, enabling world-leading service providers to deliver an integrated, innovative and *intentional customer experience*<sup>™</sup> at every point of service. Amdocs provides solutions that deliver customer experience excellence, combining the software, service and expertise to help its customers execute their strategies and achieve service, operational and financial excellence. A global company with revenue of \$2.84 billion in fiscal 2007, Amdocs has more than 17,000 employees and serves customers in more than 50 countries around the world.

For more information, visit Amdocs at [www.amdocs.com](http://www.amdocs.com)

Amdocs has offices, development and support centers worldwide. For the most up-to-date contact information for all Amdocs offices worldwide, please visit our website at [www.amdocs.com/corporate.asp](http://www.amdocs.com/corporate.asp)

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"Amdocs outsourcing has played a vital role in simplifying the large and complex architecture that we inherited, to meet the current needs of our company. By relying on Amdocs, we were able to leverage their vast experience in a wide range of operations, rather than making a huge investment in developing IT skills and resources to run the new IT infrastructure ourselves."

"Amdocs has helped us design and build a new infrastructure and support the deployment of many updated and new critical business systems. Through Amdocs we were able to establish a flexible business model by which we received the expert support that we needed in different areas, when we needed it and for as long as it was needed."

"We presented Amdocs with a very ambitious and challenging timeline to meet the demands of the project. However, thanks to our past experiences working with Amdocs in previous environments, we knew we could count on them to deliver. We also knew we could count on Amdocs to identify any challenges along the way and, together with our people, find solutions to keep to our goals and critical milestones. Then, when we were faced with unexpected challenges, Amdocs simply pulled in additional experts from their worldwide pool of resources to keep everything on track."

"The nature of our outsourcing relationship with Amdocs has undoubtedly contributed to the success of the project; we all feel like one team and our people and theirs speak in a vocabulary of 'we' and 'us' together, rather than in terms of 'them' or 'Amdocs'."