



PTC Implementer Delivers Reliable Management Environment for Fiserv Insurance

Fiserv Insurance

Fiserv Insurance Solutions, a unit of Fiserv, Inc. (Nasdaq: FISV), specializes in progressive software and outsourcing solutions for the insurance industry. Hundreds of carriers, managing general agents and third-party administrators, rely on Fiserv for policy, claims, billing and reinsurance administration as well as point-of-sale solutions and straight through processing.

The Challenge

Prior to implementing the PTC Implementer change management solution, Fiserv Insurance Solutions relied on internal homegrown systems. However, these systems were highly manual and did not provide the necessary controls and history audit trails to track all changes, increasing the risk to the business. The system also did not provide the ability to effectively roll specific client modifications into their base system if required. As the only change management solution provider certified by CA for CA 2E development, PTC Implementer was the obvious choice for Fiserv Insurance Solutions.

Key features Fiserv depend on include:

- Multi-model management features ensure the accuracy of both development and production models
- Complete audit trails of every change streamlined in the SAS 70 audit process
- Historical trends can be used to predict scope of future projects and improve predictability and resource allocation of new projects
- Advanced versioning features allow merging of customer-specific changes into new Fiserv insurance releases reducing the cost and effort of moving to new releases
- Role-based permissions secure applications from unauthorized changes

The Solution

Fiserv serves as an application outsourcer, a business process outsourcer and software provider depending on the needs of the specific customer. Client-specific customizations are also made; Fiserv performs the customization for some customers, while others opt to make the changes themselves. Combining all these scenarios can result in disarray and customer disruption if not properly managed.

PTC Implementer for IBM i solves these problems by providing the foundation under which all changes are made. Not just core product changes, but customer modifications are managed as well. The ability to manage both ensures client specific modifications easily move forward to new releases of Fiserv products. Client production issues can be handled without disrupting their current client development projects.

Based on Fiserv recommendations, customers who elect to modify their CA 2E applications also use PTC Implementer for IBM i to manage their development activities, providing many of the same results that Fiserv receives from PTC Implementer.



At Fiserv, we understand that the methodologies associated with our development must be rock solid and PTC Implementer for IBM i is a key part of that. Without it there would be no way we could manage the large and dynamic number of simultaneous projects we continuously have underway.”

Terry Crawford
Director, Director, Technical Services, Fiserv
Insurance Solutions



More than 3,000 clients use the company's market-leading financial and compliance solutions. Fiserv Insurance Solutions received six awards at an Annual ACORD Awards ceremony, and received Certification Awards in the three industry sectors overseen by ACORD – Reinsurance, Property and Casualty, and Life and Annuities.

The Results

Fiserv Insurance Solutions now has a highly reliable and auditable management environment for all their development. PTC Implementer's rock-solid commitment to managing CA 2E development through their long-term partnership with CA and ongoing commitment to native System I development has allowed Fiserv to take software configuration for granted. As a provider of change management to Fiserv customers, PTC Implementer ensures the same level of control over customer IT environments as provided to Fiserv's own application development, resulting in a winning combination for Fiserv and their customers.

It is important for service organizations or service providers, like Fiserv, to demonstrate that they have adequate controls and safeguards because they host or process data belonging to their customers. Statement on Auditing Standards (SAS) No. 70, Service Organizations, is an internationally recognized auditing standard developed by the American Institute of Certified Public Accountants (AICPA). A SAS 70 audit or service auditor's examination is widely recognized, because it represents that a service organization has been through an in-depth audit of their control activities, which include controls over information technology and related processes.

In addition, as a publicly-held company, the requirements of Section 404(a) of the Sarbanes-Oxley Act of 2002 make SAS 70 audit reports even more important to the process of reporting on effective internal controls at service organizations.

PTC Implementer has played a key role to Fiserv's ability to pass audits and be in compliance, contributing to their long-term success.

To learn more, please visit:

[PTC.com/Products/Implementer](https://ptc.com/Products/Implementer)



PTC Implementer has played a key role in Fiserv's ability to pass the SAS 70 [Statement on Auditing Standards, No. 70] audits, and aiding the company in compliance with the Sarbanes-Oxley Act. We have not only passed every single SAS 70 audit since implementing, but have passed corporate and client audits as well, building additional trust between our customers and differentiating ourselves from our peers."

Terry Crawford

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