



VENDOR INFO

Year Founded	1968
Headcount Total	58,000
Parent Company	N/A
Affiliated Companies	N/A
Funding Status	Publicly Listed
Headquarters Address	601 Riverside Avenue Jacksonville, FL 32204 United States
Website	Click Here
ILPA - Full Profile	Click Here to View

Product Overview

Portfolio Monitoring - Private Capital	Y	Fund Due Diligence Analytics	Y
Portfolio Monitoring - Multi-Asset Class	N	Due Diligence Questionnaire Engine	N
Portfolio Monitoring - ESG	Y	Waterfall Distribution/Fee Engine	Y
Back Office/Fund Accounting	Y	Research Management System	N
Data Extraction Technology	N	Contact Management	N
Market Data	N		

Differentiation Statement

FIS helps businesses and communities thrive by advancing commerce and the financial world. FIS has more than 450 solutions serving over 20,000 clients and 100,000 merchants in more than 100 countries. Our clients include large global banks, mid-tier and community banks, credit unions, commercial lenders, automotive financial institutions, healthcare providers, retailers and governments. FIS is a Fortune 500 company and is a member of Standard & Poor's 500 Index. FIS' solution portfolio includes: merchant acquiring solutions; integrated payment solutions; global eCommerce solutions; core processing and ancillary applications solutions; digital solutions, including internet, mobile and eBanking; fraud, risk management and compliance solutions; electronic funds transfer and network services solutions; card and retail payment solutions; wealth and retirement solutions; item processing and output services solutions; securities processing and finance solutions; global trading solutions; asset management and insurance solutions; corporate liquidity solutions. FIS is able to use the modular nature of our software applications and our ability to integrate many of our services with the services of others to provide customized solutions that respond to individualized customer needs.

Product Customization Options

The approach that FIS takes in designing, developing and delivering its solutions is one that holds the empowerment of its clients at its core. This entails the ability of our clients to own their platforms with minimal to no recourse to FIS for that matter. This includes the ability to perform configurations from the front end touching on the tracking of data up to reporting. Should the need dictate deep customization, FIS provides full suite of APIs allowing its clients to build their own custom solutions while providing training and support all along. Alternatively, the custom solutions team at FIS can build custom solutions on behalf of our clients while providing maintenance and support in this respect.

Product Cost Structure

FIS seeks to simplify the cost of ownership to its clients. This is embodied by sets of packages tailoring to different client profiles, sizes and complexity.

Product Implementation - Typical Timeline and Support Structure

Typically between 3 to 6 weeks.

Integration and API Functionality

FIS solutions provide built in capabilities to import and export data from and into external locations. For additional and more streamlined integration, FIS provides an array of solutions ranging from pre-configured connections to third party systems up to APIs.

Managed Data Services Overview

FIS' Investran Application Managed Services package provides total support and management of the Investran technology stack ensuring optimum operations and support for private equity clients of all sizes on a global basis. FIS collects, processes and delivers all the data that LPs require to manage their portfolio proactively, enabling LPs to increase efficiency, gather intelligence and reduce risk through their data management processes. FIS provides full administration of data exchange on our client's behalf. Through measurable and business-focused service level agreements, clients can ensure efficiency, allowing you to focus on value-add activities. Service Catalogue: application administration and management; reporting management; database administration and management; application security; interfaces management; third party integration management; disaster recovery and data replication; information security program based on ISO 27001; platform monitoring; change control and software release; management; custom tools management; client partner expert access. Optional: performance management; managed upgrade services; LP managed services and GP managed services; DX managed services.

Client Overview

Client Support Approach and Availability

The FIS Global Help Desk is staffed 24 hours per day, seven days per week, 365 days per year to assist with level-one requests and urgent issues. They can be reached by online client-portal, e-mail or phone (local and toll-free). All requests and reported incidents are managed via a ticketing system that provides classification of faults, escalation and reporting. The ticketing system also incorporates an online self-service portal for client access to knowledge base articles and ticket status. Portal access will be granted to named contacts and/or those that have undergone training/certification. Urgent issues are routed to a 24x7 (on-call) Client Services Analyst that will assist with a workaround (if available) and facilitate expectations between domain experts and/or development involvement.

Year First Client	Vendor Did Not Provide
Number of LP Clients	Vendor Did Not Provide
Number of GP Clients	Vendor Did Not Provide

Client Training

FIS uses industry best practices and provides "hands-on" training based user groups/profiles, tailored to client and/or solution business requirements.

Sample Clients

Vendor did not provide this information.

Contacts

Inquiries Team
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