

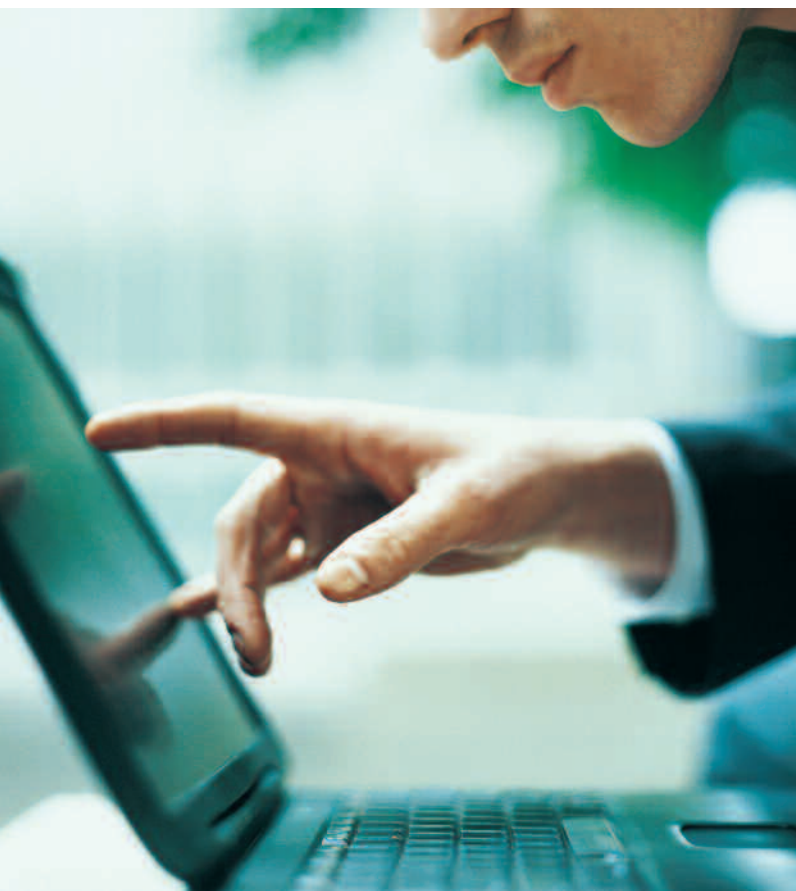
Responsive • Knowledgeable • Streamlined • Secure

## SupportServices

A Smarter Approach  
to Client Support



# A Smarter Approach to Client Support



At Harland Financial Solutions, we understand that providing the best technology is only part of the partnership. When you have a question, you want a support organization that quickly gets you the help that you need – without multiple transfers or steps.

Instead of disparate support organizations, Harland Financial Solutions approaches support through a unified organization with consistent contact methods and standards company-wide. You simply access one self-service website or call one 800 number.

Our automated, Web-based knowledge management system adds to this power. Used by our employees and clients alike, this rich information resource is a dynamic collaboration tool, encouraging dialog, the sharing of best practices and the exchange of ideas among all users. This knowledge is integrated

with our self-service case reporting and tracking system to further unify the support process.

Ultimately, our people and tools work in concert to drive world-class support and knowledge exchange.

## **24x7 No Hold Access**

The Web has opened up a whole new world of information exchange – with wikis, blogs and chatrooms enabling people to rapidly get answers and input from users and company representatives alike. As more companies shift to a knowledge-centric organization, the continuous creation and dissemination of knowledge becomes more critical than ever.

Harland Financial Solutions embraces a knowledge culture that empowers our employees and our clients with accurate, relevant knowledge. This knowledge speeds proficiency, shortens time to resolution, and enables every user to do his or her job as efficiently and effectively as possible.

The enterprise-wide Web-based self-service system embraces this philosophy by employing an online repository of knowledge, a collaborative tool for the exchange of ideas or comments, and a single, automated resource for clients and internal staff to get the information they need. This system provides just-in-time answers in a self-service or assisted-support model. Its comprehensive content can include information about a product and its usage, a service or even a process.

## **Knowledge is Power**

The knowledge system uses natural language processing and an intent-based discovery engine to streamline searches. Your staff can type in questions instead of keywords, and quickly get the contextual answers they need, without going through a lengthy search process. Content includes how-to articles, definitions and frequently asked questions, making the knowledge system a great training resource, in addition to being an excellent troubleshooting tool.

But, the knowledge management system isn't just a place to extract information. It's a true user community, where your staff can suggest new topics, rate articles or even make their own content recommendations. We're pursuing community discussions where you can chat with peers from other financial institutions or

with Harland Financial Solutions employees. The information shared during these chats will also be captured and used as a searchable resource, so everyone can benefit from the insight. By using this tool, you're also directing the future. All knowledge gained feeds into future product development roadmaps to ensure we continue to deliver the features and functionality our clients need the most.

### **Self-Service Speeds Resolution**

The knowledge management system is fully integrated with Harland Financial Solutions' case management system, our comprehensive platform used for reporting and tracking support issues through multiple channels. It's important to note that the case management tool covers each and every Harland Financial Solutions product. When submitting a new case, you simply provide basic information, and the system's search capabilities will automatically extract and present relevant answers to your inquiry that may very well take care of your issue.

If you don't find the information you need or if you choose not to use this self-service option, simply go into case management and log a case. That information is transmitted to the appropriate personnel for review and resolution. From that point on, the system will automatically send you an email every time the client services specialist updates the case so you can track our progress through timely resolution.

After every interaction with Harland Financial Solutions Support, whether through our self-service system or over the phone, you will receive a brief survey asking about your experience. Your candid responses provide the information we need to continually improve our processes and ultimately, your ongoing satisfaction.

### **Responsive Support is Our Calling**

One of the greatest strengths of Harland Financial Solutions is integration – how our products work together to help you drive efficiency and productivity. So, it only follows that the support for these products should be integrated, as well.

Our client support organization engages in Service Capability & Performance (SCP) certification. The SCP standard is the global benchmark for service excellence. As a result of achieving this rigorous certification, our highly skilled, technically trained support experts can deliver the highest level of service to you. These specialists are dedicated to resolving issues quickly and completely, while providing a consistent client experience across all product lines.



Our support center is open Monday through Friday from 7:00 a.m. to 7:00 p.m. in each respective continental time zone and available after normal business hours for critical issue support. Our enterprise support team is the first-line call center that responds when you contact us by phone. These experts will answer your basic questions about Harland Financial Solutions products and have access to a wealth of tools that enable them to quickly address basic issues. When necessary, they will triage the call to the appropriate expert teams: front office, back office, lending, or electronic channels. This process ensures you get the expertise you deserve, every time you call.

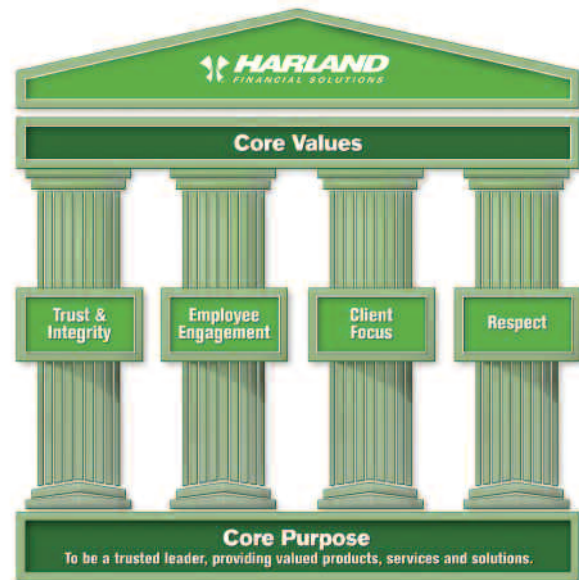
As a company, we continually invest in our support team's education and ongoing training. We measure our success using predefined, auditable metrics to ensure that you always get the highest service levels possible.



### **Streamlined Support, Securely Delivered**

When you have a question or an issue, you want help now. Our online, secure, Web-based enterprise knowledge management and case management systems and unified support model provide the speed you need.

This unified support structure is just another way Harland Financial Solutions is working for your success. Our goal is to get you the help and information you need – and make your life a little easier in the process.



## THE RIGHT CHOICE For Your Financial Institution

Harland Financial Solutions serves as a strategic technology partner and business facilitator to thousands of financial institutions of all sizes, supplying comprehensive software solutions and services that help increase institutional performance and drive profitability. The company's depth and breadth of products address not only the technology requirements, but also the functional business needs of financial institutions.

Offering its solutions in both an in-house and service bureau environment, Harland Financial Solutions is a leader in core systems, business intelligence, branch automation, payment processing, enterprise content management, lending solutions, risk management, compliance, financial accounting, mortgage solutions and self service solutions.

**Harland Financial Solutions**

**1-800-815-5592**

**[www.harlandfinancialsolutions.com](http://www.harlandfinancialsolutions.com)**

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