

## Fiserv Lending Solutions



Fiserv Lending Solutions, an operating group of Fiserv, Inc., is a single-source provider of end-to-end automotive finance solutions for banks, thrifts, credit unions, mortgage companies, and captive finance companies. Fiserv's Amherst, NY-based operation provides innovative technology and integrated solutions for the automotive finance industry. These services cover every step of the automotive lending process — from the moment the customer walks into the dealership, throughout the life of the loan or lease, right up until the car is sold at auction, including recovery and collection of excess wear & tear.

The group's contact center manages Collections and Lease Maturity Management programs. Looking for tools to help improve agent productivity and operational efficiency, Fiserv made the move to an automated dialing environment. "We wanted to increase the efficiency of our outbound calling campaigns. After a rigorous selection process, we narrowed the field down to 3 dialer solutions for testing. In the end, we chose the *Noble™ Solution* because it met our current and future business needs while being the most cost-effective solution," says Brandy Sepehrrad, Dialer Solutions and Operations Manager.

The *Noble Dialer* gives Fiserv the ability to manage its outbound programs with flexible call pacing, advanced call screening, and intelligent call routing features. With Noble's automated dialing technology, call attempts resulting in no answers, busies, disconnects, or answering machines are filtered out by the system. Sepehrrad observes, "We can send our associates 'live connects' rather than having them waste time with unconnected calls. As a result, their production levels have improved as they talk with more people."

*Noble DCB (dynamic campaign builder)* allows managers to build custom calling applications and gives agents an easy-to-use interface for viewing call scripts and information. Noble's open architecture supports integration between the Noble platform and a variety of external applications. Fiserv's agents have direct access to an internal host application for Lease Maturity Management to view customer records for sales calls. "Our agents enjoy using the Noble system," Sepehrrad says, "and our associates who use the platform observe that it is a 'user friendly' application and that they prefer working on the dialer."

Noble offers a full-featured *Management Suite* for campaign monitoring and management. "The List and Campaign Management toolkits give us the flexibility to easily segment our accounts into the desired calling campaigns, allowing us to target specified accounts. And, we can track the results of the lists and campaigns in real-time using the reports in *Noble DCR (dynamic campaign reporter)*, to see what is working and what needs to be modified. This allows us to be more effective in executing our calling strategies," remarks Sepehrrad.

### Summary:

Fiserv delivers technology, systems, and services to help businesses manage and profit from information. With a service-oriented architecture, Fiserv is focused on using the best tools and technologies to meet the goals of its clients. By partnering with Noble Systems for advanced contact center technology, Fiserv has gained improved productivity and better management of its collections and sales programs and strategies.

**Industry** | Financial Services

**Applications** | Collections & Outbound Sales

**Solutions** | Outbound Dialing & Inbound Blending, IVR, Automated Outbound Messaging, Customized Agent Desktops, Real-time Reporting & Management, Custom Interface to Nice and Sales Database, Integration to Nortel PBX

**Seats** | 48

In addition to offering built-in digital recording, Noble is able to integrate with Fiserv's existing NICE® voice and data recording system. And, Noble offers a blended agent environment by connecting to their Nortel PBX, allowing Fiserv's agents to work on outbound and inbound programs at the same time, without logging in and out of different campaigns. By taking advantage of their existing equipment and tying it into the Noble platform, Fiserv has been able to save time and money.

"One of our favorite features of the system is the *Noble Messenger* for outbound messaging programs," Sepehrrad states. "We are able to do as much dialing, if not more, by using automated outbound messages when our staffing levels are low or when inbound calls take a priority."

As a contact center partner, Noble Systems offers a client-centric culture with its *Noble Care*® services for project management and technical support. Sepehrrad comments, "Noble has been very supportive of our needs. Training is always available for new applications and upgrades. Support provides resolution to our problems in a timely manner. The new on-line access to our account information for tracking allows us to easily see the status of our requests."

The *Noble Solution* has given Fiserv a unified platform to improve the management and performance of its Collections and Outbound Sales programs. Sepehrrad concludes by saying, "Noble has allowed us to 'do more with less'. The automated messaging programs help us keep outbound production levels high amid staffing changes and inbound precedence. Our associates can make more calls per hour and contact rates have increased. Overall, production levels and performance have increased, and we can manage and execute our programs and strategies much more effectively."

"We chose the Noble Solution because it met our current and future business needs. Noble has allowed us to 'do more with less'. Overall, production levels and performance have increased, calls per hour and contact rates are improved, and we can manage and execute our programs and strategies much more effectively."

**Brandy Sepehrrad**

*Dialer Solutions & Operations  
Manager*

#### ABOUT NOBLE SYSTEMS CORPORATION

Noble Systems Corporation is a global leader in contact center technology solutions, providing innovative products since 1989. Every day, millions of customer contacts are made by agents at 4,000+ client installations worldwide using the award-winning Noble® platform for inbound/outbound/blended communications. The scalable, integrated Noble® solutions include advanced ACD and predictive dialing; unified contact processing for voice, email, and web; and integrated IVR, digital recording, messaging, quality control/monitoring systems, scripting, and real-time reporting and management tools. Call 1.888.8NOBLE8 or visit Noble Systems online at [www.noblesys.com](http://www.noblesys.com).

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