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USERS' Agreement with ISE Brings Advanced Job Scheduling Solution to Credit Unions Campus USA is First to Go Live

September 16, 2005, Valley Forge, Pa. – USERS Incorporated, a business unit of Fiserv, Inc. (Nasdaq: FISV), announced that it has signed ISE, Inc. (www.i-s-e.com) as an Authorized Business Partner. Under the agreement, the ISE EnterpriseSCHEDULE solution is available as a fully-integrated component of USERS' core processing system.

“USERS was ready to offer a ‘next-generation’ job scheduling package to our clients, and ISE was clearly the right partner,” said USERS' SVP Larry Tankeloff. He described ISE as a “long-time leader in its field” and cited the company's extensive experience with the Alpha platform and OpenVMS operating system on which USERS' core system runs.

“ISE's more than 25 years of experience with OpenVMS, as well as our expertise with the Alpha platform, made the partnership with USERS an extremely good fit for both parties,” said John Goetz, ISE's director of sales and marketing.

A client server-based and browser-based solution, EnterpriseSCHEDULE is designed to take automated job scheduling to a higher level by allowing credit unions to easily manage jobs across multiple platforms from a single workstation. In addition to enabling USERS' clients to manage Alpha and OpenVMS jobs associated with the core system, it will allow them to schedule a wide range of jobs across platforms such as Windows, UNIX, and Linux.

This unique feature greatly improves efficiency, by allowing USERS' clients to use a single solution to manage jobs associated with the core system and specialty applications such as Internet banking, voice response, and others. In turn, it will reduce the IT staff's workload and eliminate the time and expense of using multiple scheduling solutions.

Campus USA Credit Union, located in Gainesville, Fla. with 68,000 members and \$640 million in assets, is the first USERS client live with EnterpriseSCHEDULE. According to Jim Thackrey, Campus USA's director of IT, a more streamlined job scheduling process supports an important long-term objective of the credit union.

“One of our goals is to eventually eliminate the night-time operator position and move that person to a day-time shift, working on other tasks,” Thackrey said. “EnterpriseSCHEDULE will help us do that, because it will allow us to spend less time managing and scheduling jobs, and to run more jobs overnight without manual intervention.”

Thackrey said the move to EnterpriseSCHEDULE was extremely easy, thanks to an automated utility that converted all existing jobs and scripts to the new solution.

“The process of converting our jobs over to EnterpriseSCHEDULE was absolutely painless,” he said. Testing went so smoothly that Campus USA began running some jobs in its live file just two days after installation, which was just one day before month-end. The IT staff now uses the solution's graphical interface to view a job stream and its progression from one job to the next, for improved monitoring.

USERS Incorporated, a unit of Fiserv, Inc., provides a wide range of systems and services to hundreds of credit unions throughout the continental United States and Hawaii. Headquartered in Valley Forge, Pa., USERS can be found on the Internet at www.users.com.

Fiserv, Inc. (Nasdaq: FISV) provides information management systems and services to the financial industry, including transaction processing, business process outsourcing and software and systems solutions. The company serves more than 16,000 clients worldwide, including banks, credit unions, financial planners and investment advisers, insurance companies and agents, self-funded employers, lenders and savings institutions. Headquartered in Brookfield, Wis., Fiserv reported \$3.4 billion in processing and services revenues for 2004. Fiserv was ranked the largest provider of information technology services to the U.S. financial services industry in the 2004 FinTech 100 survey by the *American Banker* newspaper and the Financial Insights research firm. Fiserv can be found on the Internet at www.fiserv.com.