

How FIS Made Changes to Recover \$3.1 Million Annually



SUMMARY

FIS™ is the world's largest global provider dedicated to banking and payments technologies. With a long history deeply rooted in the financial services sector, FIS serves more than 14,000 institutions in over 110 countries. Headquartered in Jacksonville, Florida, FIS employs more than 39,000 people worldwide and holds leadership positions in payment processing and banking solutions, providing software, services, and outsourcing of the technology that drives financial institutions.

BUSINESS SITUATION

After experiencing Zodiak®: The Game of Business Finance and Strategy, FIS Globals' Product Management team began taking a harder look at internal processes, in particular, their ezBusiness® onboarding process. As a result, the team discovered discrepancies with the process that pointed to the fact that some clients weren't being billed.

ACTION

The Product Management team sought out a solution to help product managers think more like business owners. The search began to find a business acumen training program that offered immediate on-the-job behavior changes within the department.

FIS decided on Zodiak, Paradigm Learning's award-winning business acumen simulation, because it was the right fit both for what insights they hoped people might gain, and also how they would learn. The simulation offered real-world situations that allowed learners to experience difficult decisions and holistic big-picture perspectives. FIS had a minimum of 60 people to put through the course and knew immediately that they wanted to pull leaders from across departments for a larger business impact.

Following the Zodiak session, Kris Carerra (Credit) and Megan Robinson (Business Process Management) decided to take a big-picture view of their department, and act immediately by responding with a process discovery and improvement initiative that involved not only their team, but also Client Relations, Implementations, IT, Accounting, and System Administration.

During this discovery phase, Katherine Cook (Credit) and John Belloise (IT) took it upon themselves to implement interim processes quickly instead of waiting for decisions by committees—this immediate action directly impacted the bottom-line for FIS.

“We realized that you don't have to wait until the whole process is ready to attack before you can begin. You

CLIENT STORY

can always find the pain points and work on those first,” says Kris Carrera.

RESULTS

The initiative to act immediately put more than a half a million in-year dollars directly to FIS’ bottom line. The FIS team attributes this success to putting Zodiac’s concepts in action back on the job. Their work to improve processes will make it easier for clients to onboard in the future, will save FIS hours of time, will reduce client frustration, and most importantly, will ensure accurate and timely billing.



Paradigm Learning is an industry pioneer in adopting games for learning. For more than 20 years, the organization has incorporated gaming elements into the development of award-winning business games, simulations, and Discovery Maps® that engage employees, accelerate learning, increase retention, and drive new behaviors on the job. Recognized as a frontrunner in creating innovative learning designs that are appealing and effective for all learners, Paradigm’s powerful discovery learning programs develop workforce talent in the areas of business acumen, strategic alignment, leadership development, and sales effectiveness.