



FIS // Digital One™





Client: FIS Global

Services: Native iOS & Android Mobile & Design System

Industry: Fintech

Tools

Figma, Stark, After Effects & Lottie

Role

UX/UI Designer & Design System Specialist

FIS Client Portal

Your digital relationship between FIS and you!

The FIS Client Portal provides a one-stop 24x7 on-demand web-based environment for FIS client users to securely access product information specific to your organization. It's easy to navigate and find the specific product, support, security, and regulatory information you are looking for.

FIS Mobile App

Manage, monitor, and engage FIS and your products directly in the palm of your hand!



[Privacy Policy](#)



Entity ID or Client ID

Username

Next

Trouble Logging In?

First Time User?

What Is My Entity/Client ID?



Business Design Challenges

Complex and unintuitive user flows across key banking functions.

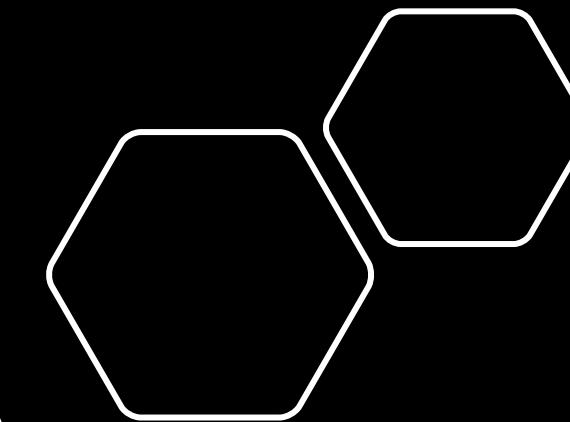
Information overload leading to user frustration.

Low client satisfaction and poor task completion rates.

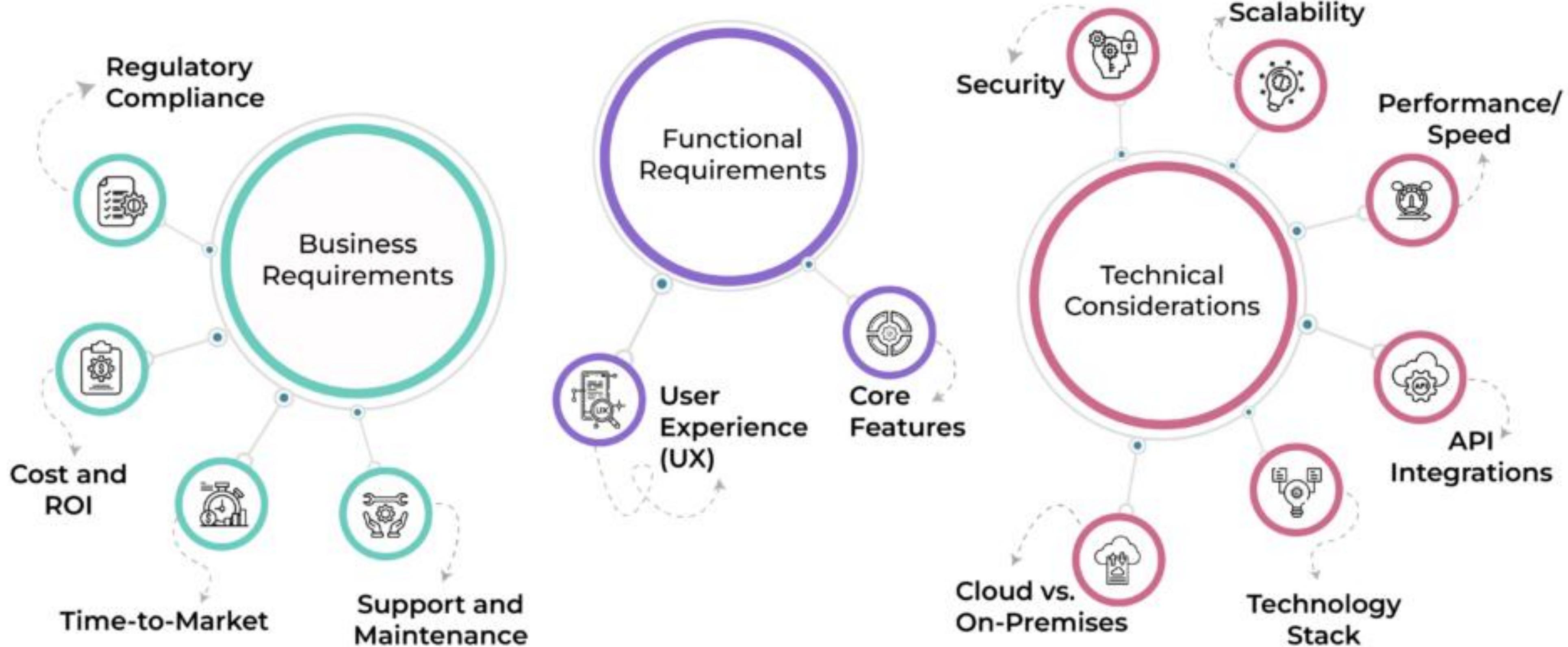
Lack of centralized, actionable insights for users.



Digital platform strategy, iteratively informed from both market and internal factors, drives the future of FIS digital platform evolution

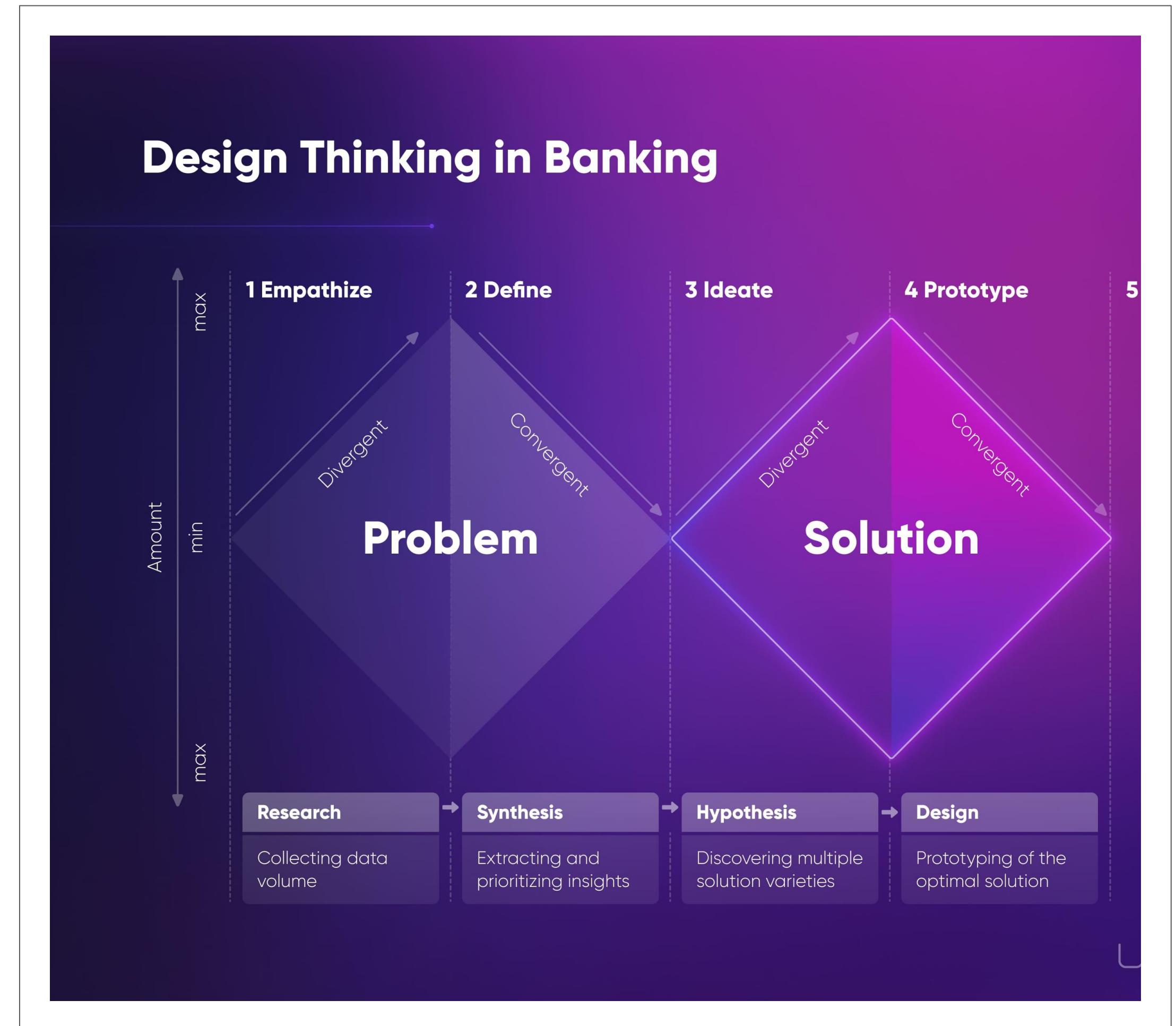


Essential Considerations for Fintech Software Development





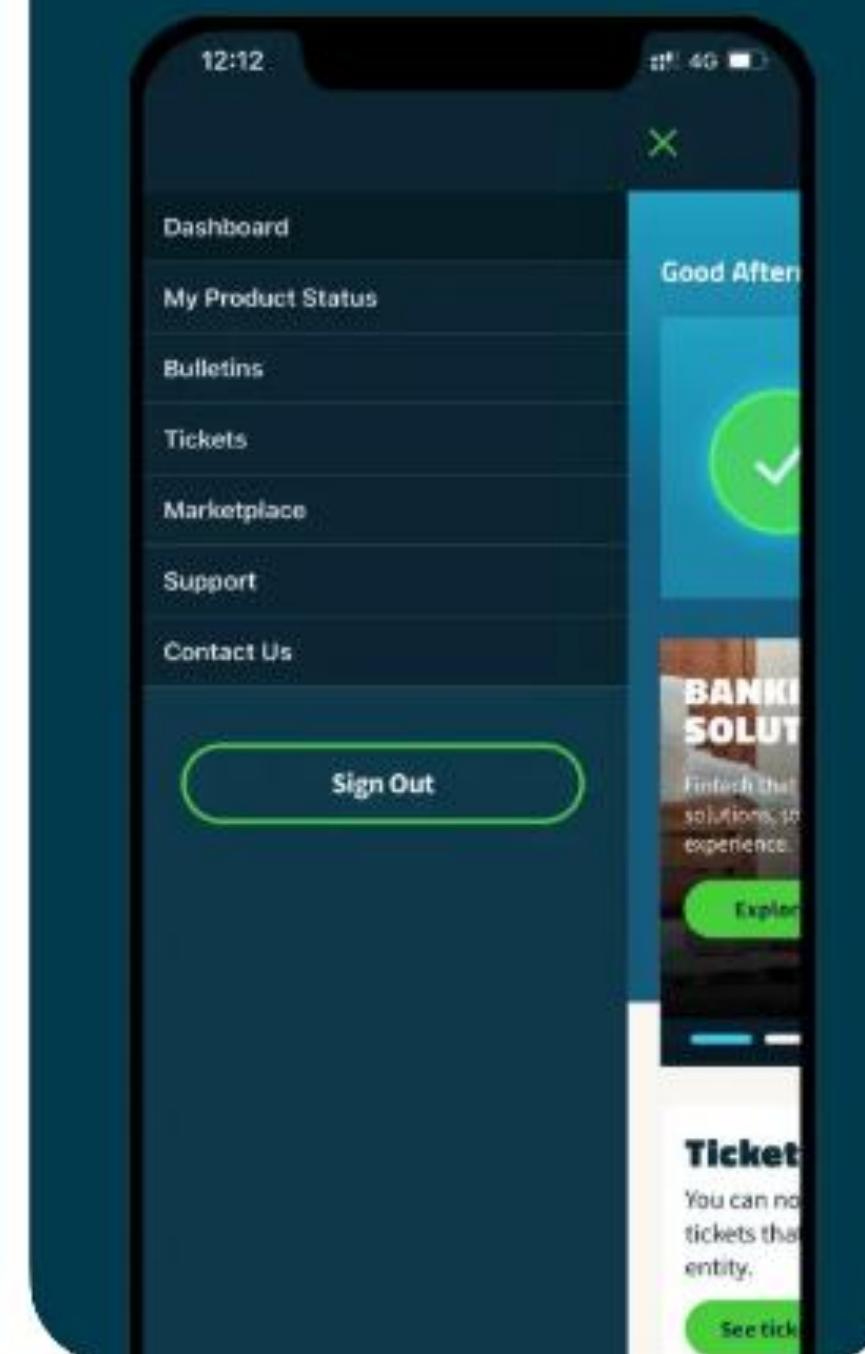
Redesigned FIS client portal using Design Thinking—conducted user research, mapped journeys, and iterated prototypes to enhance usability, streamline tasks, and boost satisfaction by 20%.



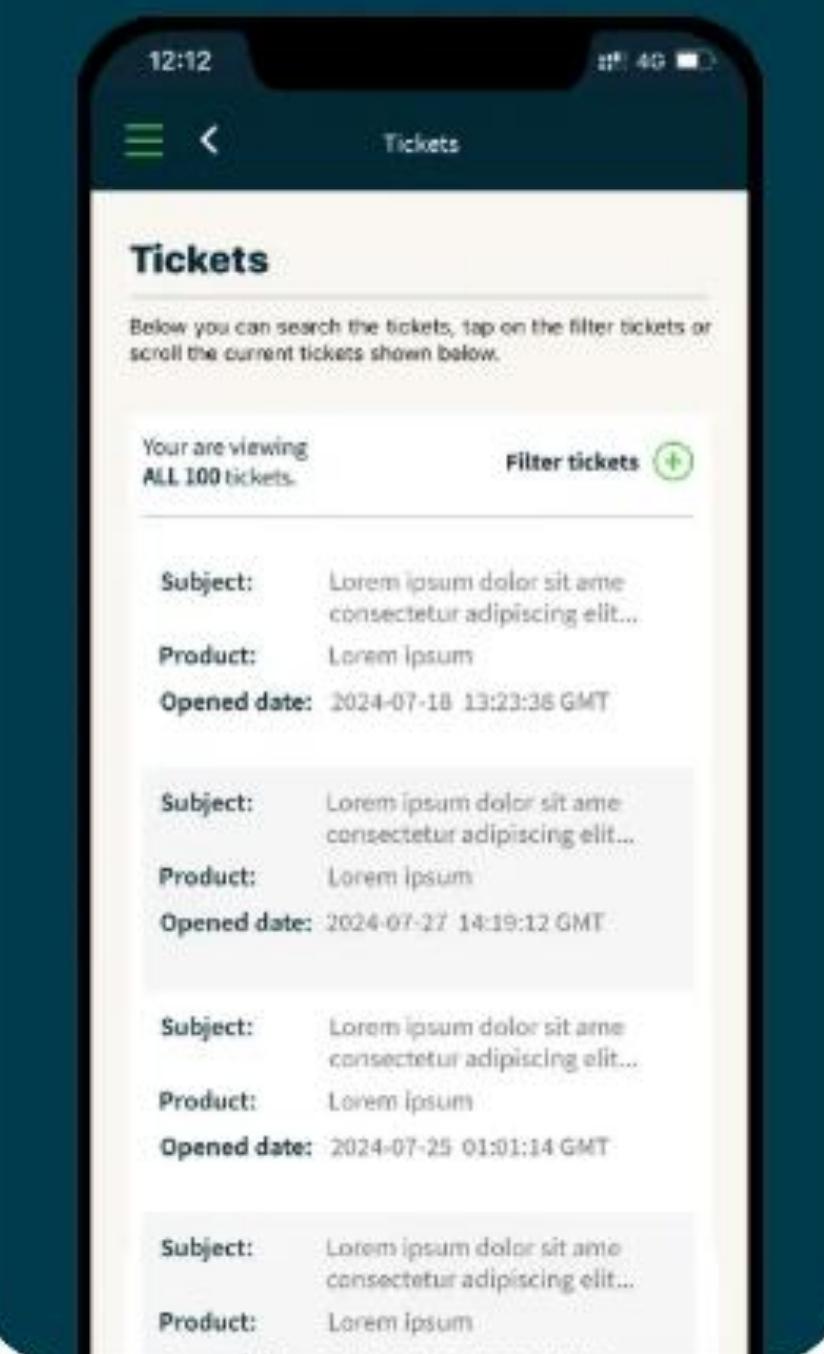
FIS Mobile App is the digital relationship between FIS and you!



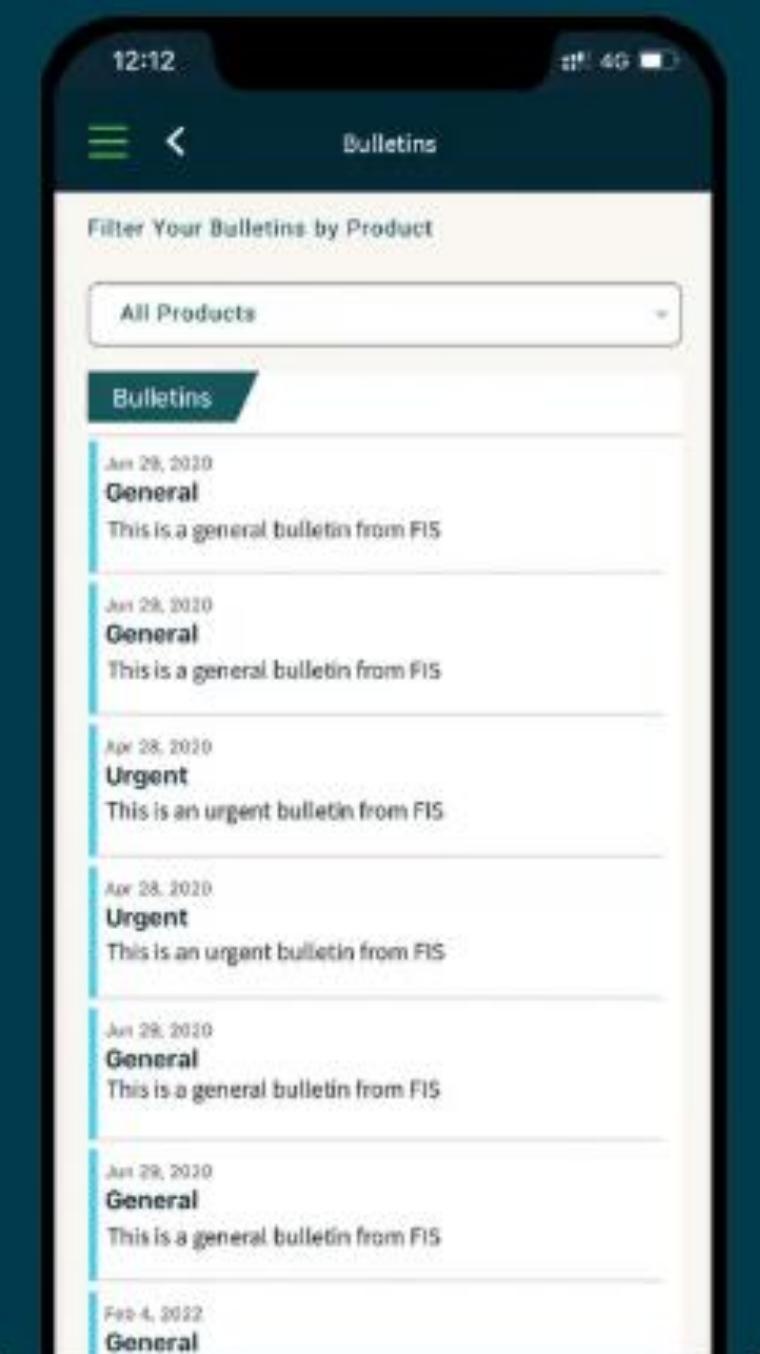
With the FIS Mobile App you can manage the products you own with FIS in the palm of your hand.



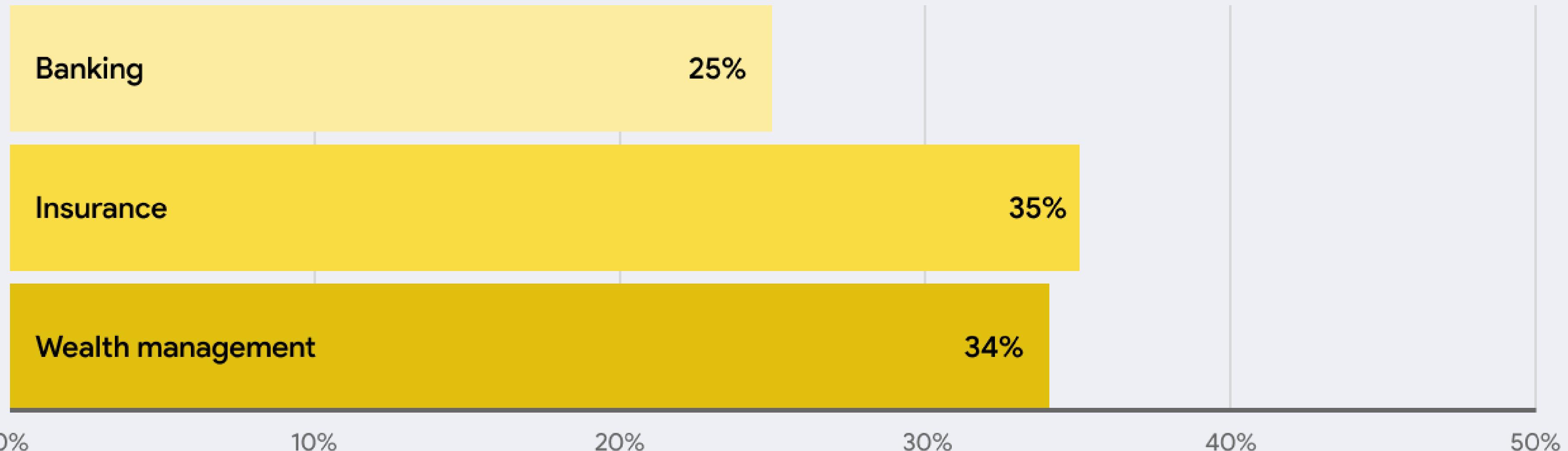
Servicing your products has never been easier. View and interact with products tickets.



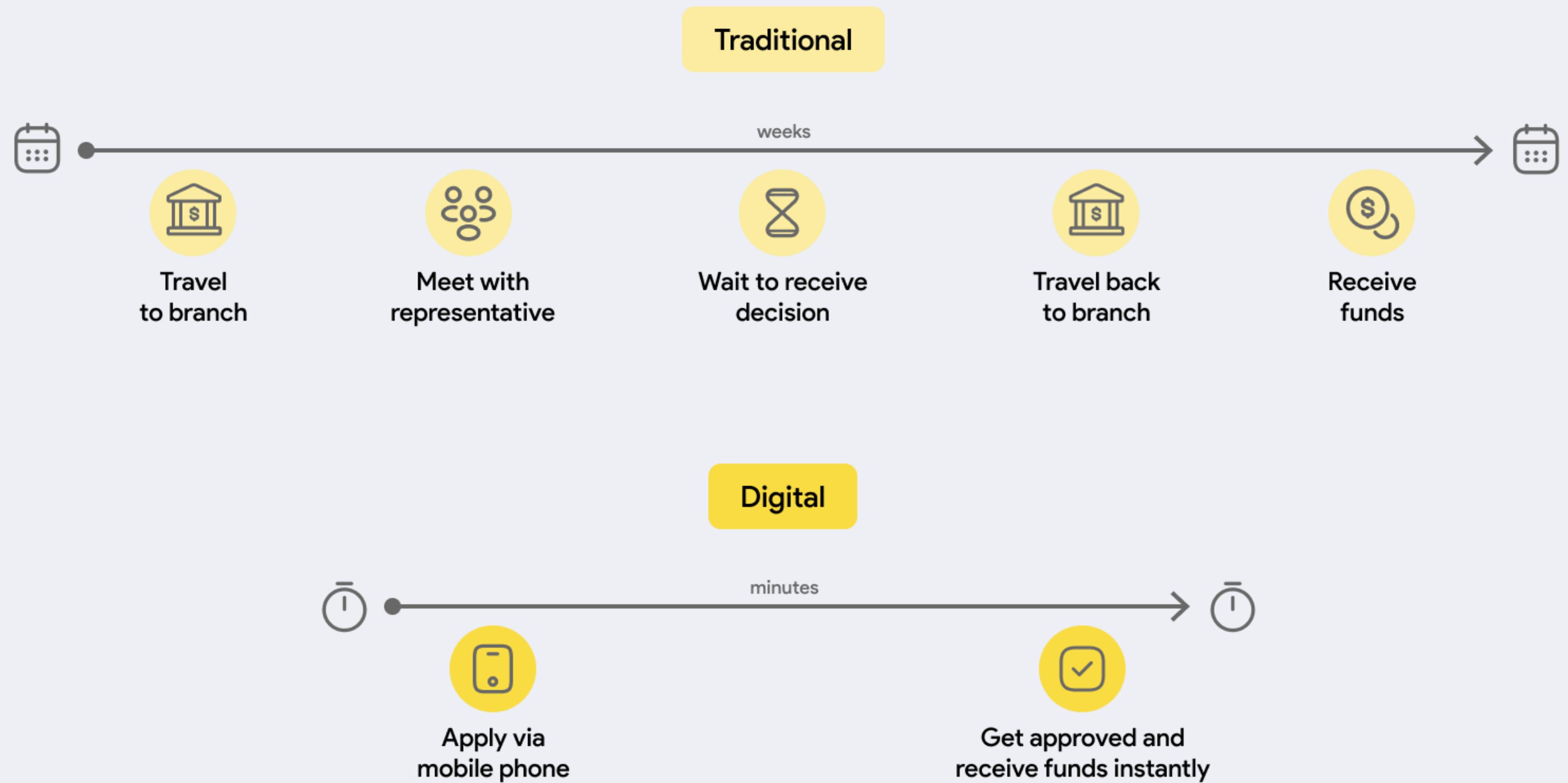
See all the latest communication from FIS by viewing your bulletins in the FIS Mobile App.



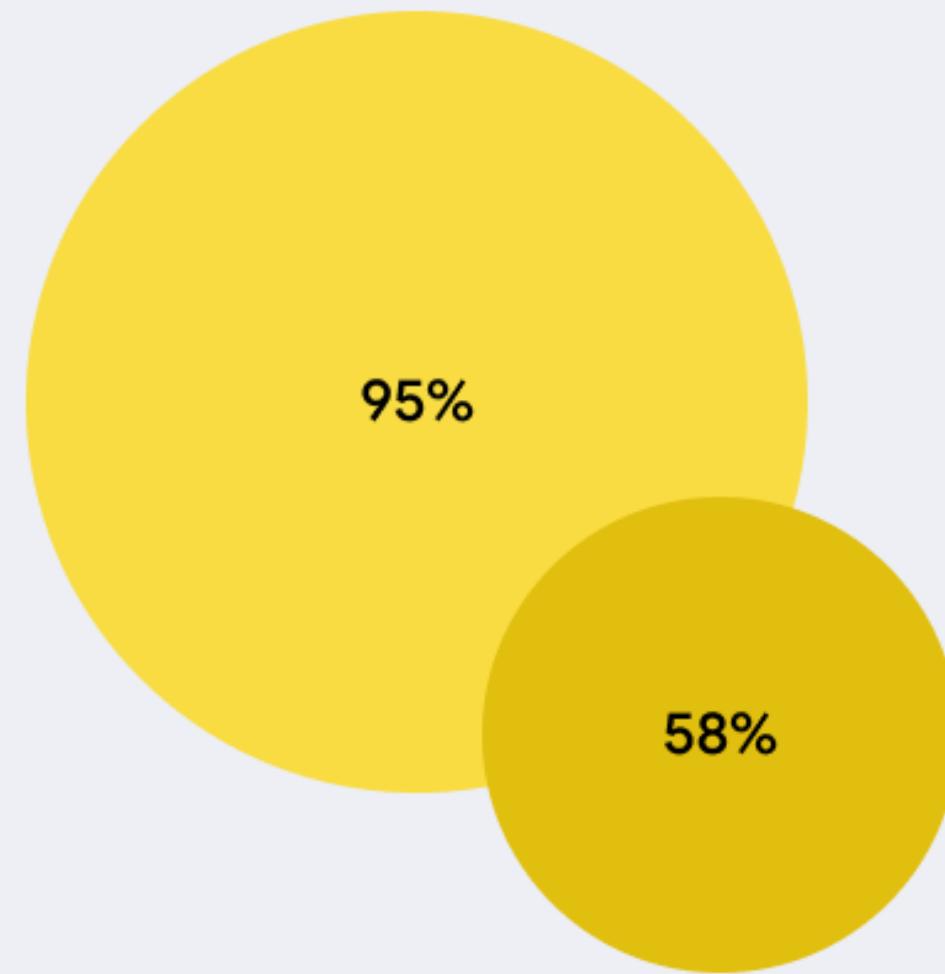
Customers who switched the following providers in the past year



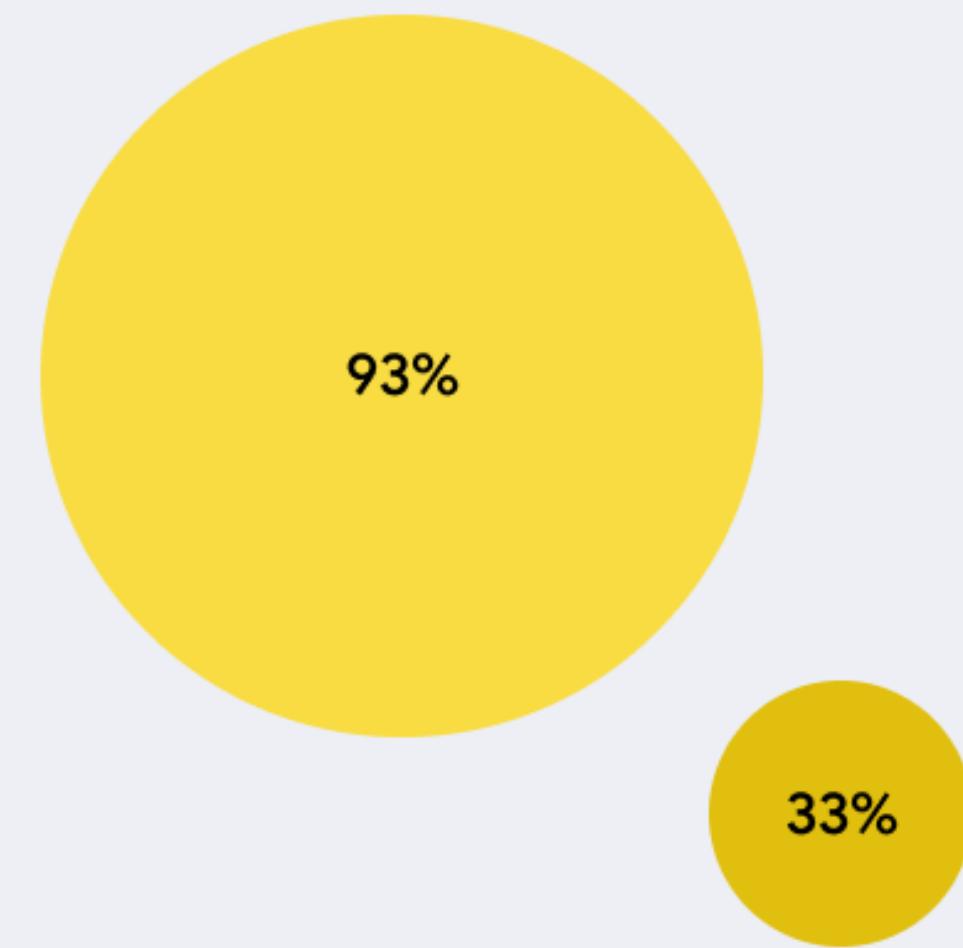
The Customer Journey



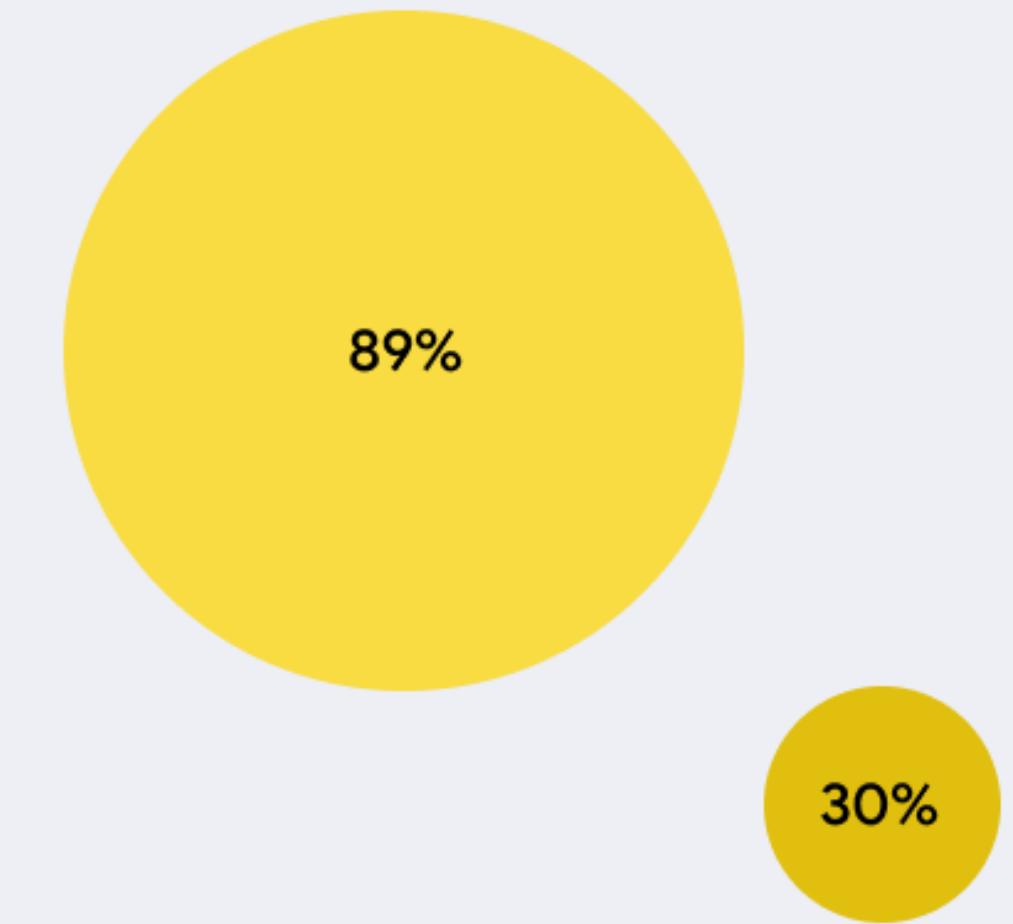
What do customers want from their banks?



98% say they want their questions answered quickly, but just 58% experience this



98% say they want their bank to “know me and my banking needs”, but 33% feel their bank delivers this



89% want their bank to offer useful financial advice, but only 30% experience this

The Session Process

[1]



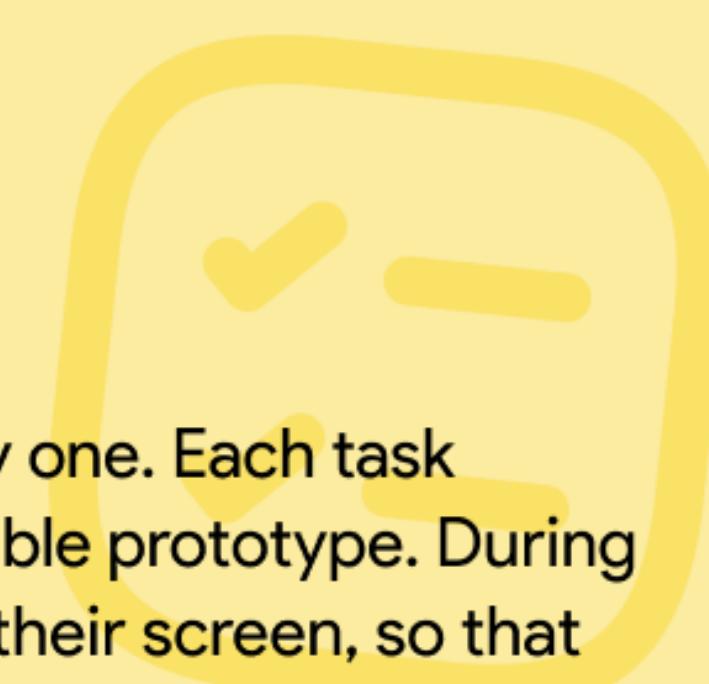
Greeting & objectives

[2]



Mini interview on banking preferences

[3]



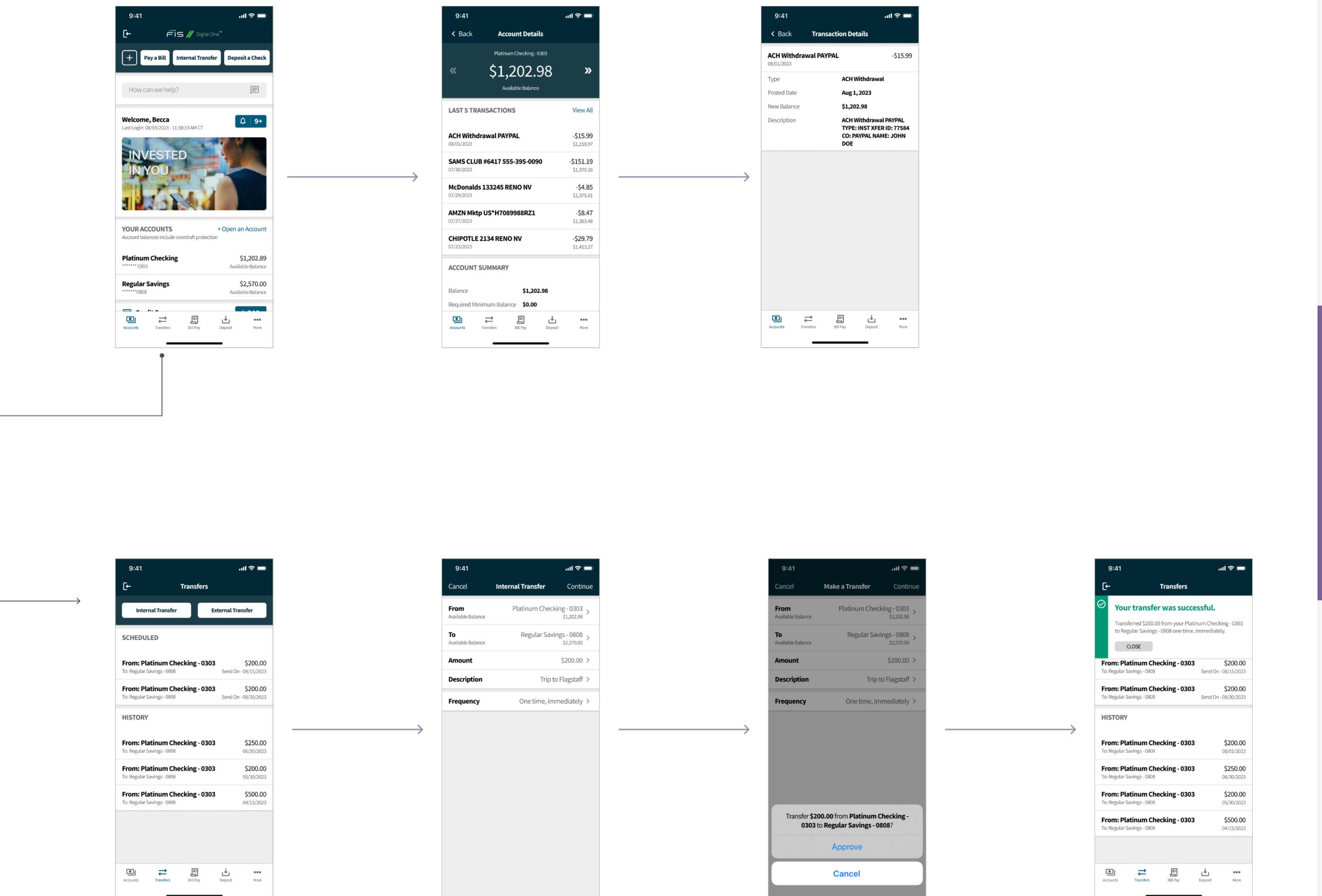
5 tasks to perform one by one. Each task should be done on a clickable prototype. During the process, users share their screen, so that moderator could ask a contextual question.

[4]



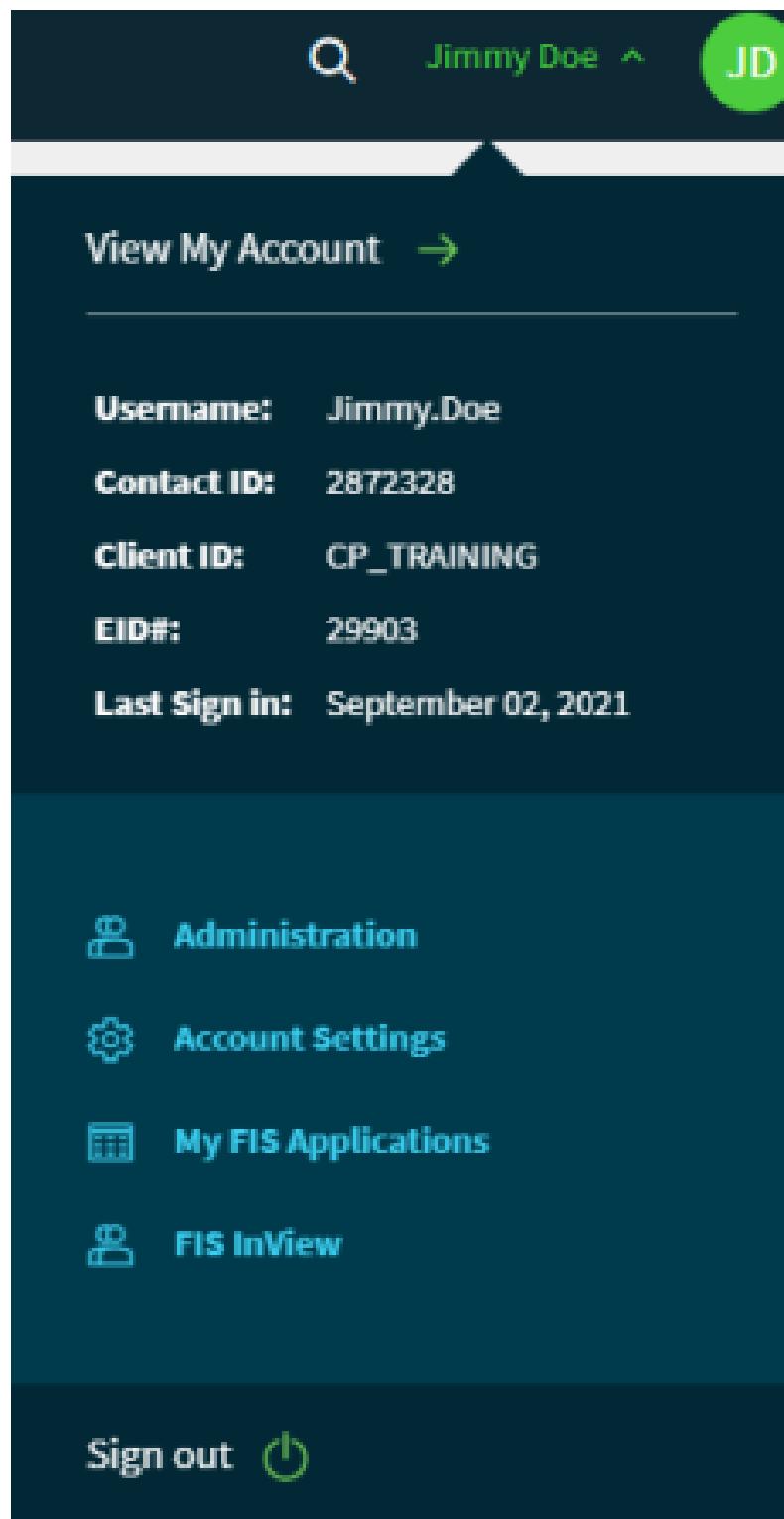
After each task participants need to evaluate the experience.

Building an Intuitive Financial App Experience



Username Dropdown

When a user clicks on his name appearing on at the top right corner, a dropdown will appear as shown below:



Here you will see details such as a link to "View My Account" which will take you to the "My Account & Settings" page, your Username, Contact ID, Client ID, EID# and Last Sign in information.

Followed by links for Administration (if you are a Client Portal Administrator), Account Settings, My FIS Applications, FIS InView, and a Sign Out option.

Navigation Menu

The navigation menu includes links to access the different sections of the client portal.

Dashboard	→ Access to the Client Portal main page
Tickets	→ Access to review tickets and to create new support tickets or client requests
My Products	→ Access to the institution's FIS products
Bulletins	→ Access to communications from FIS Support Groups
Community	→ Access to collaboration with client groups
Vendor Management	→ Access to Vendor Management Resource Center for audit materials
Invoices	→ Access to invoices and billing customer service
Reports	→ Access to a variety of reports specific to the organization
Education Center	→ Access to the FIS Client Portal Education Center for portal training
Support	→ Access to support features for each product
myFIS™	→ Access to myFIS™ for new FIS products and offerings
Administration	→ Access to administration cards to manage portal users

Dashboard

This page includes a welcome message, a navigation menu (on the left), the FIS Banner in the middle and a Bulletins and Tickets Section below followed by Marketplace and the FIS RISE section.

The **Bulletins and Tickets** section gives you at a quick look at the latest Bulletins and Support Tickets for your organization.

These sections also contain quick links to **Create a Ticket** and the Bulletins and Tickets' search pages.

[Urgent Bulletins](#)

[Create a Bulletin](#)

July 28, 2020 03:51 PM (EST)
IBS BUSINESS INTELLIGENCE-FIRST COMM RESOLUTION-ONLINE ACCOUNT CREATION DATA
FIS has identified an issue affecting the Online Account Creation (OAC) data in the IBS Business Intelligence (BI) universes. Reports using the OAC data that were refreshed on Tuesday, July 28, 2020, may show incomplete data. FIS technical teams have corrected this issue and loaded 1...

July 28, 2020 10:03 AM (EST)
FIRST COMM RESOLUTION - ONLINE ACCOUNT CREATION ISSUE
FIS identified and resolved an intermittent access issue affecting Online Account Creation (OAC) from 8:30-9:45 a.m. CT. Users may have experienced an intermittent issue and may have been unable to create new account applications. FIS technical teams made a configuration change to...

July 24, 2020 02:12 PM (EST)
URGENT ACTION REQUIRED - CAMS SERVICE REGISTRATION FROM VISA
Visa has requested FIS to contact your institution in reference to an urgent time sensitive notification. A second communication was emailed on Friday, May 29, 2020, in reference to the CAMS notification process titled Action Required: CAMS Service Registration from Visa. Background ...

[See All Urgent Bulletins](#)

[General Bulletins](#)

[Create a Bulletin](#)

July 28, 2020 08:28 PM (EST)
BP20049 - IRS CORRECTIONS REPORTING
As previously communicated in Bulletin BP20043 - IRS Form 5498 Filing Extension dated June 26, 2020, the corrections reporting for...

July 28, 2020 04:46 PM (EST)
UPDATE - REMINDER - ADA SSL CERTIFICATES CHANGES - (LAT: JULY 14 AND PRODUCTION: AUGUST 29)
UPDATE: The Production implementation of this change is quickly approaching on Saturday, Aug. 29, 2020. Please perform a test in t...

July 28, 2020 04:37 PM (EST)
DIGITAL ONE ACCOUNT OPEN HOT FIX 9.4.2-5.3.2.26.1
FIS™ announces that hot fixes will be installed in the 9.4.2 Digital One Account Open CCT environment on Thursday, July 30, 2020 to...

[See All General Bulletins](#)

[Mass Enablement Bulletins](#)

[Create a Bulletin](#)

July 28, 2020 06:41 PM (EST)
REMINDER - FIS BUSINESS RISK INTELLIGENCE - DIGITAL RISK PROTECTION
While the world deals with the effects of the COVID-19 pandemic, cyber criminals are counting on cardholders and the banking indust...

July 28, 2020 06:35 PM (EST)
REMINDER - FIS BUSINESS RISK INTELLIGENCE - DIGITAL RISK PROTECTION
While the world deals with the effects of the COVID-19 pandemic, reliance on technology is becoming more critical for society to cond...

July 27, 2020 02:15 PM (EST)
REMINDER-MIGRATION TO IBM SAFER PAYMENTS FRAUD MONITORING SERVICE
Over the past 12 months, FIS has observed an increase in fraudulent attacks and expects the trend to continue to rise. While the IBM P...

[See all Mass Enablement Bulletins](#)

[Opened Tickets](#)

LAST 60 DAYS

No Open Tickets

[See All Open Tickets](#)

[Closed Tickets](#)

LAST 60 DAYS

No Closed Tickets

[See All Closed Tickets](#)

Choose what this ticket is for:

I have an issue or question specific to one of my PDS products

Create a Ticket for my Product

My Product - These tickets should be created only if you have direct contact with your PDS provider or distributor or other than the PDS Client Portal. When submitting your request, you will be prompted to attach as much detail as possible to your issue. If applicable, please include the name of impact (customer or account), impacted, etc., when this issue started occurring, error messages, PDS is impacting production or test environments, and any system or software changes have been applied. Use the "Attachment" feature to provide supporting documentation such as screenshots of any error messages.

Product *

Barcode

Select applicable Product from the dropdown menu.

Request Reason *

Barcode - New Ticket Request

Select applicable Request Reason from the dropdown menu.

Subject *

Enter a subject for your request

PDS asks that you use caution and refrain from adding sensitive data in the description field. Use the "Add Attachment" feature to securely transmit sensitive data when required.

Description *

Please provide a full explanation of your ticket request to as much detail as possible in order for the response to your ticket to be quick and accurate.

Urgency *

Normal Urgency

Add any additional recipients that need to be notified of ticket updates here.

Notify Additional Recipients

Add Attachment



Drag and Drop files here to upload automatically

Or

[Browse files](#)

File type accepted: pdf,doc,docx,txt,rtf,ppt,pptx,ppt,ppsx,odt,ods,ods,jpg,png,tif,tif,zip | Max file size: 50MB

Please be aware some email administrators block large attachments.

[Create Ticket](#)

[Cancel](#)

FIS Client Portal UX Redesign – Results

20% Increase in User Satisfaction

Measured through post-launch surveys and usability feedback.

85% Growth in Product Adoption

Improved navigation and streamlined workflows boosted client engagement.

Faster Task Completion

Simplified UI reduced time-on-task by 30% for key user flows.

Improved Accessibility Compliance

Redesigned with WCAG 2.1 standards to serve a wider user base.

Stronger Collaboration

Shared design system enhanced alignment between designers and developers.

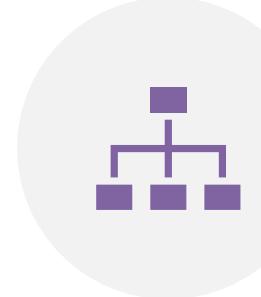
Final Reflections on the Project



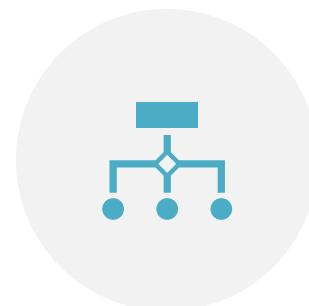
Cross-functional Alignment:
Seamless collaboration ensured consistency between design and development efforts.



Team Enablement:
Led Figma training to standardize use of components for mockups and prototypes.



Stakeholder Engagement:
Maintained regular communication and integrated feedback throughout the project.



Design System Integration:
Provided developers with clear assets and guidelines to streamline implementation.



Usability Testing & Iteration:
Identified and resolved usability issues early, allowing quick, effective updates.



Outcome:
Delivered a polished product that met user needs and received strong stakeholder approval.



THANKS FOR WATCHING