# Fiserv Launches Content Next to Accelerate AI-Driven Content Management and Workflow Optimization for Financial Institutions

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*New multi-tenant, cloud based content management solution delivers robust document storage, workflow and seamless integration to key systems to help financial institutions modernize and automate their operations*

MILWAUKEE--(BUSINESS WIRE)--Sep. 29, 2025-- Fiserv, Inc. (NYSE: FI), a leading global provider of payments and financial services technology, today announced Content Next™ from Fiserv, a next-generation, multi-tenant, cloud based content management and workflow solution that raises the bar for digital transformation in banking by prioritizing agility, intelligence and the customer experience. Developed in partnership with OpenText, a global leader in secure information management for AI, the solution is purpose-built for operational efficiency, reporting insights, and user-centric design.

Designed specifically for financial services, Content Next supports enterprise content management administrators, bank and credit union employees, and end customers — empowering users with self-serve tools. This means administrators and business users can independently assign roles and configure access controls without relying on IT support or a managed service provider, enhancing agility and reducing administrative bottlenecks.

Automation ranks among the top five investment priorities for financial institutions, according to the KPMG 2025 Banking Survey. Automated systems are reducing manual processing time by up to 60% in critical areas such as loan processing, compliance reviews and customer onboarding, according to industry research. Institutions using automated content workflows reported 30-50% faster document turnaround times and 25-40% reductions in operational costs.

“Content Next is more than a technology upgrade — it’s a strategic leap forward in terms of operational modernization, reduction of risk and delivering exceptional experiences across the enterprise,” said Whitney Russell, President of Digital and Financial Solutions at Fiserv. “By integrating AI into operational workflows, institutions can speed up processes, and free up time and resources to focus on serving customers and members.”

"Combining OpenText's capabilities and Fiserv’s extensive experience meeting the operating needs of financial institutions, Content Next’s AI-enabled functionality is a game-changer," said Sandy Ono, EVP and Chief Marketing Officer at OpenText. “We look forward to working alongside Fiserv to help banks and credit unions support enterprise content management administrators, bank employees, and end customers with an intelligent content experience."

Content Next delivers benefits through:

- **Embedded AI Tools**: Natural-language, permission-aware search, content classification, document summarization and automated processing of documents.
- **Self-Service Administration**: Institutions can manage permissions, onboard users and configure roles without IT assistance.
- **Customizable, Role and Process-Based Workspaces**: From compliance and loan underwriting to risk management and customer service, workspaces can be tailored to tasks and workflows.
- **Centralized Repository with Governance and Scalability**: Secure storage includes built-in retention policies, version control, audit trails, and the capacity to handle high-volume document processing.
- **Real-Time Analytics and Reporting**: Usage insights help institutions track activity, monitor policy adherence and uncover optimization opportunities.
- **Native Microsoft 365 and Google Workspace Integration**: Seamless access, editing and sharing with Teams, Outlook, Google Drive and other tools that financial institutions already use.

Fiserv and OpenText will demonstrate Content Next’s capabilities at Fiserv Forum Client Conference 2025, with availability to clients starting in 2026. Learn more about Content Next at: https://www.fiserv.com/en/solutions/enterprise-content-management/content-next.html

**About Fiserv**

Fiserv, Inc. (NYSE: FI), a Fortune 500 company, moves more than money. As a global leader in payments and financial technology, the company helps clients achieve best-in-class results through a commitment to innovation and excellence in areas including account processing and digital banking solutions; card issuer processing and network services; payments; e-commerce; merchant acquiring and processing; and Clover®, the world’s smartest point-of-sale system and business management platform. Fiserv is a member of the S&P 500® Index, one of TIME Magazine’s Most Influential Companies™ and one of Fortune® World’s Most Admired Companies™. Visit fiserv.com and follow on social media for more information and the latest company news.

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