

Automating Contract Intake and Implementation with AI at Fiserv

Ran Vijay Singh

Vice President - Enterprise Automation
Fiserv





Ran Vijay Singh

Vice President - Enterprise Automation
Fiserv

AI reads the contract. Implementation begins in hours.

Products, scope and fee terms extracted automatically — so fulfillment no longer waits on contract intake.

Contract

AI extraction

Implementation workflow

Ran Vijay Singh | Vice President, Enterprise Automation and AI Enablement

A global leader in payments and Fintech

Fiserv is a global technology leader enabling money movement for financial institutions, businesses and consumers.



Business in
**more than
100 countries**

Reaching
**nearly 100%
of U.S. households**

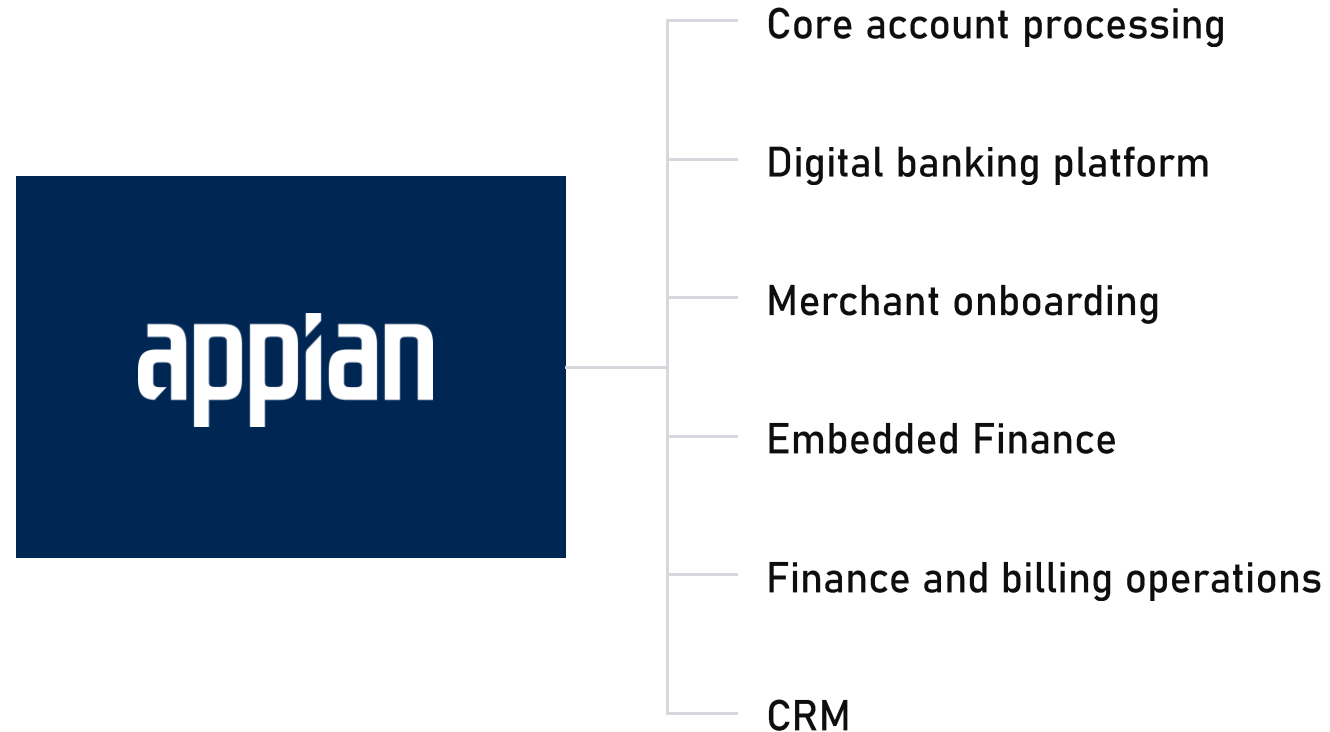
#1

- in merchant acquiring
- in issuer processing
- in account processing
- in mobile banking
- in online banking
- in bill payment
- in person-to-person payments
- in account-to-account transfers

over
**40
years**
of fintech
leadership



The platform is wired into our systems and approved for AI.



APPROVED FOR AI

Cleared for production AI use in our environment

Security, risk and data governance sign-off

Client data never leaves the Fiserv boundary

Every sale
ends in an
implementation.



THE BOTTLENECK

Everything downstream
waited on someone
to finish contract intake.

WHAT WAITED

Scoping

Products and contract terms read by hand

Task Generation

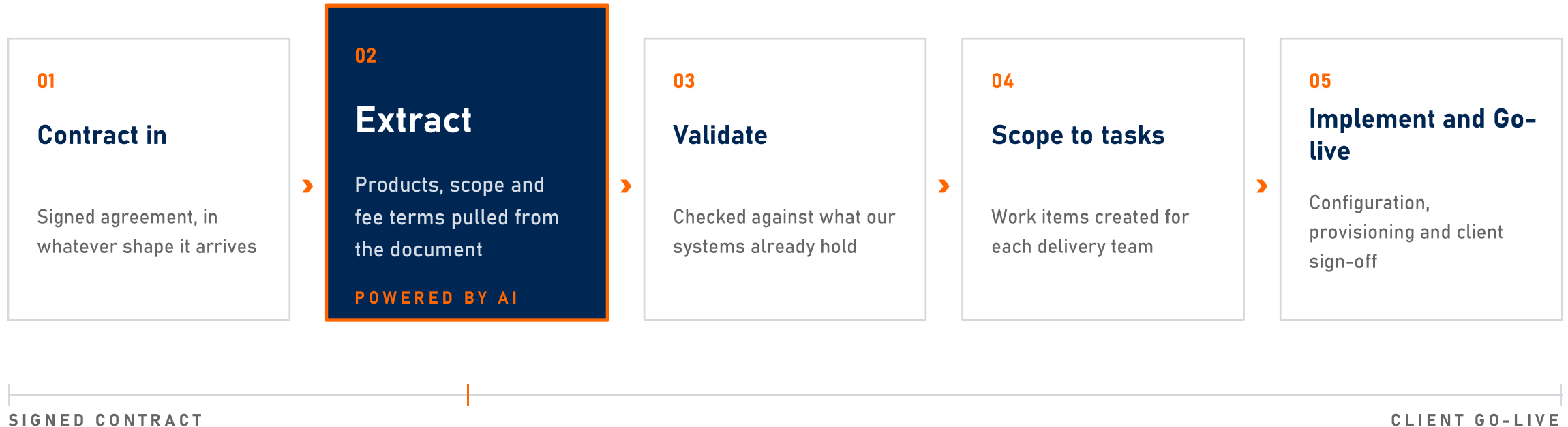
Task lists built only after intake closes

Client go-live

Provisioning and sign-off pushed back

One manual step set the start date for every implementation team.

The Implementation Engine.



No two contracts arrive the same way. Each must be interpreted.

—	—	—	—
Up to 250	50 to 500	10 to 50	Up to 1,000
pages in a single client contract	products / services in one contract	contract sections containing scope, pricing and other requirements	implementation data points extracted per contract

WHY THIS NEEDED AN EXPERT

Reading one of these contracts was a subject matter expert task, not a data entry task.

No template. No common structure. The Appian AI still finds every term.

Extract terms from complex documents

DocCenter pulls products, scope and fee terms out of contracts that share no common structure.

Validate against our core systems

Extracted values are checked against the data our systems already hold.

Route to a human for sign-off

Our teams review it before it moves downstream.

Automating contract-to-fulfillment with AI.

Read once, not four times

The AI reads the contract once. Sales, legal, billing and implementation all work from that same extraction.

Turn a document into tasks

Extracted terms become the implementation plan — structured, assignable work, not a PDF to interpret.

Keep it inside our controls

It all runs inside the Fiserv boundary, under our existing security and data governance.

Next: fixing the client's side.

The form is the bottleneck

Standing up a client means asking for what only they know.

Guidance sits with the questions

We will deploy an agentic assistant inside the form.

Past answers become the context

Hundreds of completed forms and product FAQs already tell it how we answer.

Where we go next.

01 Agents in the flow

Bringing conversational help into the workflow itself.

02 More of the operation

Replicate AI automation to renewals, change orders and contract amendments.

03 Measuring it properly

Use process intelligence to see exactly how the workflow is performing.

None of this is live yet. It is where the work goes.

Thank You!

AI reads the contract. Implementation begins in hours.

QUESTIONS WELCOME

Ran Vijay Singh

Vice President, Enterprise Automation and AI Enablement | Fiserv
RanVijay.Singh@fiserv.com | [linkedin.com/in/ranvijaysingh](https://www.linkedin.com/in/ranvijaysingh)