



**Date:** 03/01/2019

**Status:** Initial Notification

**Subject:** EnFact Upgrade Migration Scheduled

**Action Required:** Informational, some action may be required

**Topic:** Debit Operations

Last year Fiserv announced their plan to make significant upgrades to the tools and technology that power EnFact, the neural scoring network that serves as the foundation for their Card Risk Solutions (see FYI 18293, April 9, 2018). The new platform provides powerful new weapons against fraud as well as tools to reduce false positives, promising improvements to your cardholders' experience.

Fiserv has now completed the technical preparations and is getting ready to migrate clients to the new EnFact Upgrade platform. They have scheduled your migration for April 24, 2019.

- There will be no required actions on your part prior to or during the migration.
- You will start with the same risk strategy, letters, and services as before.
- To minimize the risk of disruptions following the migration, Fiserv will observe a freeze on the addition of BINs and the implementation of new Risk Management products between two weeks before and one week after your migration date.
- Fiserv highly recommends that your risk personnel receive appropriate training on the upgrade features. There will be significant changes to the CaseTracker application, and new options and fields in Card Management and Transaction Journal/SPC. See *Training* below.

If you have concerns about the timing of your migration, please contact LSC Card

Services.

### **Operational Changes**

All cases created following your migration will appear only in the new CaseTracker 2.0 application. Cases created prior to your migration will be available only in the current application, which has been relabeled "CaseTracker 1.0" in Client Central.

### **Training**

Fiserv recommends attending one of our instructor-led webinars on the EnFact Upgrade. Please register for one of the following sessions:

#### **March 12, 2019 at 11:00 a.m. ET**

1. [Click here](#) to register for this webinar.
2. Click Register.
3. Enter your name, email address, and organization information and again click Register.
4. You will receive a confirmation email with a link access instructions for the webinar.

#### **March 28, 2019 at 1:00 p.m. ET**

1. [Click here](#) to register for this webinar.
2. Click Register.
3. Enter your name, email address, and organization information and again click Register.
4. You will receive a confirmation email with a link access instructions for the webinar.

**An online recording** of the EnFact Upgrade training is also [available at this link](#).

### **Additional Resources**

- A user guide for the new CaseTracker 2.0 application is attached for your reference.
- For an overview of the EnFact Upgrade, please [click here](#) to view a recording of our April 13, 2018 webinar.

If you have any questions on LSC Card Services.