

# Doxim Business Continuity Solution

Your Print & Mail Backup Plan: Be Prepared for the Unexpected



Most organizations have well thought out contingency plans for their IT. However, document and customer communications management systems are often overlooked. What would happen if your organization suddenly could no longer send out critical documents to your customers? Delaying delivery of business-critical documents and communications could severely impact your revenue cycle management, reputation, and regulatory compliance.

**Doxim Business Continuity Solution (BCS)** offers a back up composition and print plan and offers an immediate value to clients through a quick-start process that defines, integrates, and fulfills a portion of their communications, delivering instant ROI and ensuring seamless customer experience.

## **Create Back up to Mitigate Resource Dependency**

Business continuity planning for IT is different than planning for your print and mail because of the physical requirements of data composition, print, and delivery. Think about the critical resources you need to operate your print and mail organization and make sure you plan for the future to avoid unnecessary downtime.

## **Limit Time Delays**

Time delays are not an option for essential services like regulated paper-based document delivery. If your print operation shuts down because of an unforeseen disaster, you need to consider a seamless and quick transition to a third-party facility to maintain operational control.

## **Maintain Revenue Cycles**

Revenue cycles are key metrics monitored and managed by organizations to maintain financial viability and ensure end customer payments are on time. What would happen if this key process was impacted by a shut down of your print facility? Having a back up facility to deliver critical bills to facilitate revenue cycles is what is required to ensure there is no time delay.

## **Deliver Stellar Customer Experience, No Matter What**

Delivering certain communications and regulatory documents to customers on time is a legal requirement for your organization. However, it is also your brand promise and acting on it, especially when times get tough, will help retain and gain new loyal customers. Getting a paycheck, bill, or an overdue payment notice with a delay may really affect someone's financial well-being, and being able to serve customers without interruptions might be critical to maintaining 'customers first' reputation.

## DOXIM'S SOLUTION

- Doxim offers a contingency solution in any of its state-of-the-art print facilities across North America.
- Start delivering a percentage of your total print volume with Doxim to ensure that bar coding and set up are complete and we can assist with all communications immediately if you need help.
- Expert guidance in print contingency planning from our implementation, customer success, and support teams

## CLIENT BENEFITS

- Reduce operational risk by having a backup plan and a reliable partner
- Avoid revenue cycle disruption and regulatory penalties
- Be able to respond rapidly to a sudden crisis or impact
- Maintain the quality of customer experience and preserve your reputation in the community
- Ensure seamless print transition so print runs are on schedule and revenue cycles are not impacted.

## DOXIM ALWAYS DELIVERS. HERE IS WHY:

- State-of-the-art print facilities
- Data and composition expertise
- Easy transition from print to e-presentation and delivery
- Infrastructure certified by 3rd party auditors
- Digital-first technology provider and print expert for 20+ years



### Strong Industry Focus

Solutions and services designed for regulated industries and your vertical-specific requirements



### 2,800+ Engaged Customers

Large and stable yet agile and responsive to your unique needs



### Security & Compliance

Technology, best practices, and infrastructure audited and verified by 3rd parties



### North American Footprint

Facilities throughout the United States and Canada, serving your needs from coast to coast



### Digital-First Technology Provider for 20+ years

Solutions for today and tomorrow powered by composition, ePresentation, & omnichannel delivery technology



### Professional Team Dedicated to Your Success

Certified team members with deep industry knowledge, proven implementation methodology & ongoing support

**To learn how Doxim Business Continuity services can prepare you for the unexpected, please contact us.**



**Contact Us Today**

**doxim**<sup>®</sup>

Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Communication Management platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions. Learn more at [www.doxim.com](http://www.doxim.com).