



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 with a quick-start process that defines, integrates, and fulfills a portion of your communications, delivering instant ROI and ensuring seamless customer service.



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.

Compliance

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 and compliance.

Support Revenue Cycles

Revenue cycles are key metrics monitored and managed by organizations to maintain financial viability and ensure timely receipt of payments. 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 ensure regulatory compliance, while supporting revenue cycles, is vital to your business when time is of the essence.

Deliver Stellar Customer Experience

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. In fact, being able to serve customers without interruptions is critical to maintaining a 'customer first' reputation.



Doxim's solution

- Doxim offers this contingency solution across its network of print facilities, nationwide
- Start delivering a percentage of your total print volume with Doxim to ensure that bar coding and set up are complete. 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
- Respond rapidly to a sudden crisis or impact
- Maintain a strong reputation for customer service and satisfaction

Doxim always delivers. Here is why

- State-of-the-art print facilities
- Data and composition expertise
- Easy transition from print to e-presentment 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



2,000+ 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



Nationwide Operations

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



Digital-First Technology Provider for 20+ years

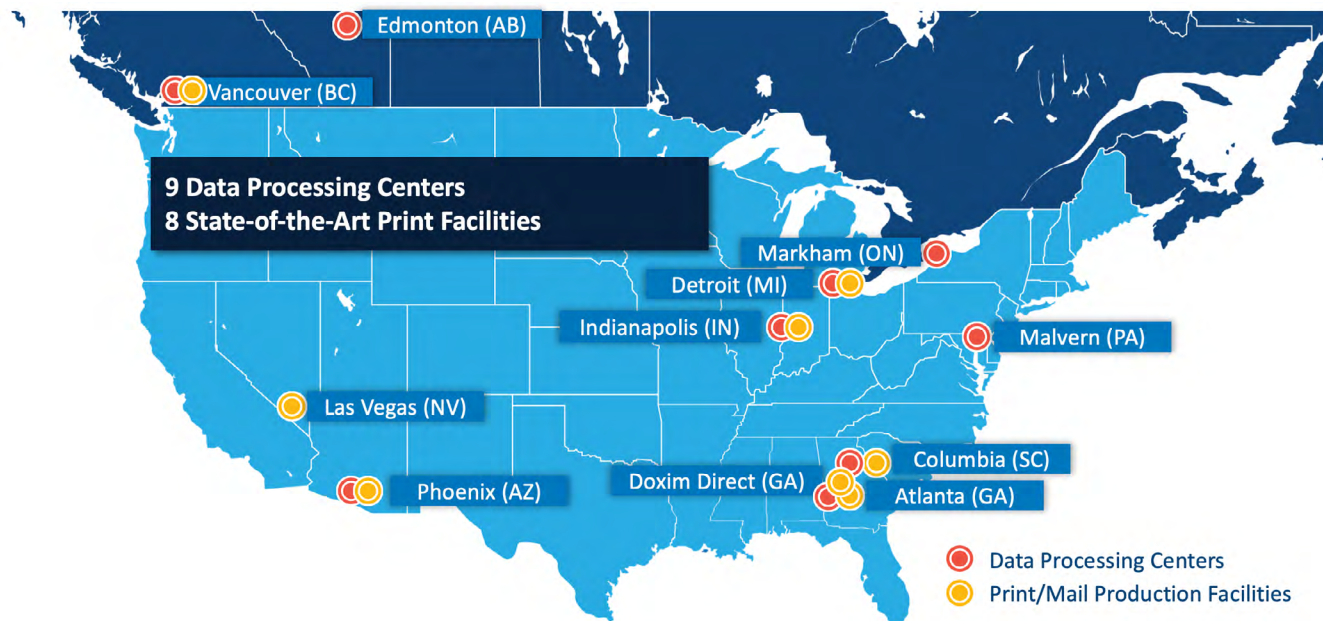
Solutions for today and tomorrow powered by composition, ePresentment, & omnichannel delivery technology



Professional Team Dedicated to Your Success

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

A Resilient Network of Print & Mail Operations Nationwide



Secure & Compliant



Award-Winning



doxim®

Doxim is the customer communications management and engagement technology leader serving highly regulated markets, including financial services, utilities and healthcare. We provide omnichannel communications and payment solutions that maximize customer engagement and revenue, while reducing costs. Our software and technology-enabled managed services address key digitization, operational efficiency, and customer experience challenges through a suite of plug-and-play, integrated, SaaS software and technology solutions. Learn more at www.doxim.com.