doxim®

Doxim CCM for Banking
Statements & Communications from an Expert Service Provider

Simplify Your Management of Omnichannel Customer Communications

In today's complex technology environment, it takes many pieces to create a seamless customer experience across print and digital channels. Managing multiple vendors and disparate systems increases the complexity, risk and cost. By partnering with Doxim, you can join the hundreds of banks who trust us to manage their customer communications.

Doxim Customer Communications Management (CCM) is a managed services solution for delivering personalized omnichannel communications at scale.

Our coast-to-coast production operations, modern technology platform, and experienced in-house team provide the scale and expertise you need to lower costs, execute digital strategies, and engage your customers in ways that are personalized, interactive, and drive revenue.

In addition, the Doxim CCM client portal gives your staff a window into our operations – providing insights and reporting, and giving you control over key aspects of your communications across every customer touchpoint.

Whether print or digital delivery, we've got you covered! We are your single, expert partner for customer communications – today and tomorrow.

One Platform | One Price | Any Channel
Doxim CCM

Omnichannel, end-to-end CCM software and services that empower business users to improve customer experience across the entire customer journey – whether print or digital

What We Offer...

- Document Generation/ Composition
- HTML Communications
- Secure Documet Delivery (Push by Email, SMS with OTP)
- Self-Serve Content Creation Tools

- Marketing Messages/ Onserts
- Self-Serve Letters / Notices
- Personalized, Interactive Video
- Analytics and Reporting

- Accessibility / ADA / AODA
- Enterprise Content Management (Digital Document Archive)
- Direct Mail Marketing
- Integrations/APIs

- Print & Mail
- Modern eStatement Site
- Business Continuity Services

Future-Facing Customer Communications, Ready for You Today!

Improve Customer Experience

It's not easy to satisfy the demands of modern customers with high expectations and many choices. Deliver attractive and engaging statements and account communications in your customers' channels of choice and get analytics on engagement – all with Doxim as your one-stop, trusted partner.

Outsource Operational Complexity

Let Doxim handle your omnichannel document design, production, storage, and delivery so you can focus on your customers' financial wellbeing. With our scale and expertise, we manage all the operational complexity for you – ensuring quality and consistency across channels and reducing your team's workload.

Unlock Additional Revenue

Statements and notices are like regular meetings your customers simply have to attend! Use every chance to personalize account communications and maximize the value of each touchpoint and channel, while cross-selling and up-selling to drive more revenue and wallet share.

Ensure Compliance, Business Continuity

Don't leave privacy, security, and compliance to chance. Doxim operates state-of-the-art, fully compliant data centers and production facilities across North America. We have processes in place to control risks associated with the production, storage, and delivery of business-critical communications. Our scale and reach allow us to enable your business continuity even in the most challenging times.

Empower Your Business Users

An easy-to-use client portal empowers business users to author, personalize, and administer key aspects of communications self serve and on demand – to maintain customer intimacy, gain insights, and respond to inquiries.

Discover Many Ways to Save Costs

Print and mail is one of the most expensive ways to communicate with your customers. Accelerate the adoption of digital channels by offering choice and delivering engaging, interactive communications, purpose-built for modern devices and easily accessible. For your staff, save time managing paper documents and reduce support calls with self-serve tools to enable digital workflows. In cases where you need to print and mail, minimize your costs by leveraging our production scale, postal service compliancy, and value-added mail management services for consolidation, householding and more.

Why Choose Doxim?

There are many vendors that provide statement and customer communications management services, but many of your peers have chosen to partner with us. Here's why…

Industry Focus

For over 20 years, we have delivered purpose-built solutions for banks. With banking clients from coast to coast, we understand the unique needs you face, as well as best practices – its all we do at Doxim. Leverage our knowledge and expertise to guide you as your business continues to evolve.

Technology Ecosystem Integration

It's our mission to help banks leverage data to deliver relevant and meaningful communications to their customers. From core processing to online banking, to CRM and marketing automation, we connect the data within your technology ecosystem to ensure a frictionless communications experience. With the modular nature of Doxim CCM, its established library of APIs, and our deep integration experience, we ensure your communication workflows are seamlessly integrated to drive operational efficiencies and deliver a cohesive customer experience.

eAdoption & Digital Delivery

Our omnichannel platform lets you shift customers to digital engagement seamlessly and easily – providing a modern customer experience while lowering your costs. Securely deliver digital documents (PDF, HTML, video) or notifications by email, text/SMS or customer portal. Access comprehensive digital activity reporting to refine your customer engagement strategy and ensure
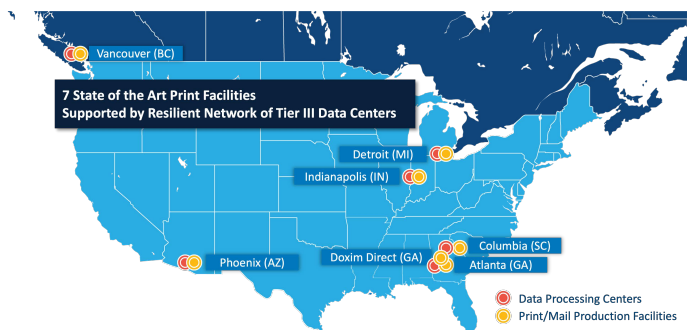
continued delivery of the 'digital promise' as customers' needs evolve. You can rely on Doxim to provide personalized and interactive engagement your customers desire and will respond to.

Print & Mail Excellence

Our fully controlled and resilient production environment delivers print & mail excellence you can rely on. With Doxim's high volume, roll-fed, full color inkjet production and intelligent insertion technologies, we manage the production requirements of all statements and customer communications with industry-leading security, integrity and quality. As a designated, high-volume mailer with integrated address validation and standardization services, our clients enjoy the lowest postal rates. Streamlined mail entry workflows ensure your customers receive their documents as soon as possible.

Project Management

Our full scale, end-to-end implementation methodology ensures projects are transitioned on time, on budget, and with no disruption of service. We define business needs at the beginning of the project and we maintain visibility throughout. Our timelines are backed by experienced developers, business analysts, Certified Project Managers (PMP), and dedicated cross-functional resources.

7 State of the Art Print Facilities
Supported by Resilient Network of Tier III Data Centers

Vancouver (BC)
Detroit (MI)
Indianapolis (IN)
Phoenix (AZ)
Doxim Direct (GA)
Columbia (SC)
Atlanta (GA)

● Data Processing Centers
● Print/Mail Production Facilities

Secure & Compliant

AICPA SOC | PCI | Data Security Standard V 3.2 | HIPAA COMPLIANT | HITRUST CSF Certified | ISO 9001 Registered Quality Management | GDPR | FFIEC | U.S. Department of Homeland Security

Award-Winning

Deloitte. Technology Fast 500 | Branham300 | BDO | 2019 GROWTH 500 | ASPIRE CUSTOMER COMMUNICATIONS SERVICES | IDC FINTECH RANKINGS 2022

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.

www.doxim.com   info@doxim.com   866 475 9876