

doxim®



## Doxim CCM for Insurance

Regulated Communications from an Expert Service Provider

# Better Engage Your Customers & Brokers, While Lowering Costs

Important account communications like policies and plan documents can be lengthy, complex, and expensive to create, produce, and mail. Claims correspondence and renewals are critical touchpoints, and customers increasingly prefer digital engagement.

Doxim makes it easy to shift your customers and brokers to digital channels, while continuing to support those with print preferences.

Doxim Customer Communications Management (CCM) is a managed services solution for delivering personalized omnichannel communications at scale. Our coast-to-coast production operations, technology

platform, and experienced in-house team provide the scale and digital capabilities you need to reduce costs, execute digital strategies, and engage customers in ways that are relevant and compelling.

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

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



**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



Business Continuity Services



Self-Serve Correspondence



Self-Serve Content Creation Tools



Print & Mail



Digital Communications (PDF, HTML)



Secure Document Delivery (Push Delivery by Email, SMS with OTP)



Analytics and Reporting



Security & Compliance



Digital Business Messages & Notifications



Enterprise Content Management (Digital Document Archive)



Integrations/APIs

# Delivering Personalized, Omnichannel Communications – at Scale



## Improve Customer Experience

It's not easy to satisfy the demands of modern customers with high expectations and many choices. Deliver attractive and engaging communications, co-branded for brokers, 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 core business. With our scale and expertise, we can manage all the operational complexity – ensuring quality and consistency across all channels and reducing your team's workload.

## Discover Many Ways to Save Costs

Print and mail is one of the most expensive ways to communicate with your customers and brokers. Accelerate the adoption of digital channels by offering choice and delivering engaging, interactive communications, purpose-built for modern devices and easily accessible. Provide self-serve access to information and documents through a customer portal to streamline engagement, reduce customer

calls and lower operational costs. And, 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 such as consolidation, householding and more.

## 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 member intimacy, gain insights, and respond to inquiries.



# Why Choose Doxim?

There are many vendors that provide 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 insurance carriers and third-party administrators. Our team understands the unique needs you face, as well as best practices – it's all we do at Doxim. Leverage our knowledge and expertise to guide you as your business continues to evolve.

## Print & Mail Excellence

Our fully controlled and resilient production environment delivers print & mail excellence you can rely on. Doxim's full-color inkjet and roll-to-sheet printing, as well as intelligent insertion technologies, manage the production requirements of all customer communications with industry-leading 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.

## eAdoption & Digital Delivery

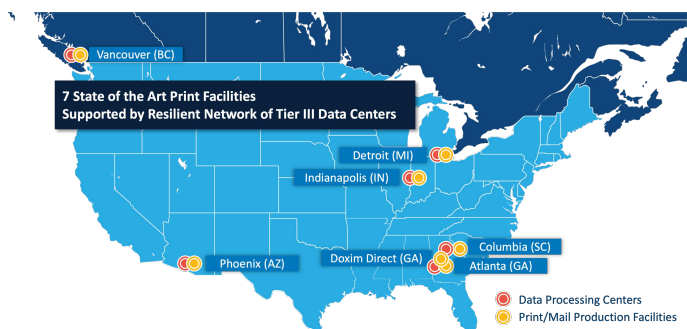
Our omnichannel platform lets you move customers to digital seamlessly and easily – providing a modern customer experience while lowering your costs. Securely deliver digital documents (PDF, HTML, video) or notifications by email, text/SMS or customer portal. Access delivery and engagement reports to confirm receipt and engagement. You can rely on Doxim to provide the personalized and interactive digital engagement your customers desire and will respond to.

## Technology Ecosystem Integration

It's our mission to help clients leverage data to deliver relevant and meaningful communications to their customers. From billing, claims and policy administration to customer portals 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 library of APIs and our deep integration experience, we ensure your customer communications workflows are seamlessly integrated to drive operational efficiencies and a cohesive customer experience.

## Project Management

Our full scale, end-to-end implementation methodology ensures projects will be 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, Certified Project Managers (PMP), and dedicated resources.



## Secure & Compliant



## Award-Winning





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](http://www.doxim.com).

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