



doxim[®]

Doxim CCM for Loan Servicers

Single, All-in-One Customer Communications and
Payment from an Expert Provider

Streamline Your Billing-to-Payment Experience, while Complying with Regulations

Regulated customer communications and billing are essential to your business, but highly complex to manage. By partnering with Doxim, we can help you comply with regulatory requirements while providing clear, compelling communications and flexible ways to pay.

Our resilient network of nationwide operations, all-in-one billing-to-payment platform, and in-house expertise provide the scale, support and services you need to manage your regulated communications within today's stringent regulatory environment. We help you communicate in your customers' channel of choice, and in ways that are personalized and relevant – to maximize engagement, reduce calls, and accelerate revenue. In addition, our biller portal gives your business users critical visibility into operations and billing data for increased control over key aspects of your communications, payment processing, and reconciliation.

Whether print or digital engagement, we've got you covered! We're your single, expert partner for all-in-one customer communications and payments – today and tomorrow.

A single, all-in-one billing and payment solution from an expert provider to maximize engagement, reduce call center volumes, and accelerate revenue – all while reducing your servicing cost per customer account.

Areas of Expertise...



Print Excellence

Our resilient network of nationwide operations delivers continuous, error-free printing during production. Doxim's full color inkjet and roll-to-sheet printing technologies manage the production requirements of all bills and customer communications from dynamic perfining to inline and selective inserts to MICR. The technologies offer flexible ways to incorporate colorful graphics and personalized printing that enhance bill presentation.



Value-Add Mail Services

Based on our scale, Doxim qualifies as a USPS-designated full-service mailer, enabling us to provide the lowest possible rates and valuable services including address validation and standardization, streamlined mail entry, outbound and inbound tracking, and reporting and secure destruction.



Digital Delivery

Our omnichannel platform lets you switch customers to digital seamlessly and easily – providing the modern experience customers prefer while lowering your costs. Securely deliver digital documents (PDF, HTML, video) by email, text/SMS, IVR or customer portal. Send digital account notifications by email or text/SMS for near-real time engagement related to account activity. Access delivery and engagement reports for audit and litigation support.



Flexible Payment Operations

Customers want options for when, where, and how they pay their bills. More importantly, they want the ability to move seamlessly between payment channels and methods as their needs and preferences change. Our payment platform offers a variety of flexible payments options to accelerate the speed of collections: web, mobile, IVR, kiosk, SMS/text, and more.



Data Security & Compliance

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 and has processes in place to control risks associated with business-critical communications production, storage, delivery and payment. Our scale and reach allow us to enable your business continuity even in the most challenging times.



Self-Serve Administration

Set up scheduled/recurring payments, link accounts, and pay multiple accounts in one transaction – these are just some of the actions your customers will enjoy. Our easy-to-use customer payment portal offers flexible, intuitive ways to pay bills, view current and historical documents, and manage notification preferences. In addition, our biller portal gives your team an intuitive way to manage payment activity as well as access reports and reconciliation information.

Why Choose Doxim?

There are many vendors you could choose to partner with for Customer Communication Management. Why choose us?



Industry focus

Since 2001, we have focused on building purpose-built solutions for financial services. Our employees are familiar with the unique needs you face, relevant regulatory requirements, as well as best practices. Leverage our knowledge and expertise to guide you as your business continues to evolve.

Source System Expertise

We have experience providing custom solutions based on your source system data. Our team is well-versed working with financing and loan servicing platforms across the industry - including Nortridge, FIS, Fiserv, PSCU, Sagent and Black Knight, and more.

Data Expertise

We've made it our mission to help loan servicers leverage their data to promote meaningful interactions with their customers. Customizing your data is an unnecessary expense when you have the right partner. We have the ability to support specialized business rules and messaging across channels to produce a consistent customer experience from billing to collecting payments.

Operational Excellence

Serving hundreds of financial service clients nationwide, our employees are familiar with your unique needs and challenges. You can rely on Doxim for successful bill delivery on time, every time and without errors.

Project Management

We provide a full scale, end-to-end implementation methodology that ensures all projects will be transitioned on time, on budget, and with no disruption of service. Our methodology defines 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. You can rest assured that each deadline is secure, and every milestone will be met.

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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.

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