



Doxim CCM for Loan Servicers

Statements & Communications from an Expert Service Provider

Push the Boundaries of Customer Experience within the Regulatory Environment

Regulated customer communications are essential to your business, but highly complex to manage. By partnering with Doxim, we can help you deliver clear, compelling communications that maximize engagement while complying with regulation.

Our resilient network of nationwide operations, omnichannel capabilities, and in-house expertise provide the scale, support and services you need. 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.

Whether print or digital engagement, we've got you covered! We're your single, expert partner for all-in-one 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.

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 customer communications from dynamic perfing to inline and selective inserts to MICR. The technologies offer flexible ways to incorporate colorful graphics and personalized printing for enhanced 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 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 notifications by email or SMS for timely engagement related to account activity. Access delivery and engagement reports for audit and litigation support.



Data-Driven Campaigns

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



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 and delivery. Our scale and reach allow us to enable your business continuity even in the most challenging times.



Self-Serve Administration

Our easy-to-use customer portal gives customers on-demand access to their documents and notifications, provides insights and reporting, and lets them manage their information and preferences.

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.

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 delivery on time, every time - without fail.

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.



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.