

**doxim**<sup>®</sup>



# Doxim Corporate Overview



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## Doxim Mission

Customers today expect engagement that is personalized, interactive, and delivered in their channel of choice. From the physical to the digital, our mission is to empower organizations to transform and modernize how they communicate with their customers – delivering engaging omnichannel experiences, ensuring security and regulatory compliance, while lowering costs.

## Who We Are

Doxim is a customer communications management and engagement-technology leader serving highly regulated organizations globally across the United States, Canada, the United Kingdom, and Africa.

Doxim was founded in 2000 as a digital-first company helping regulated clients on their digital transformation journey. Since that time, we have grown organically and by carefully acquiring companies to expand core service offerings and apply them to wider industry markets.

Today, Doxim is proud to partner with over 2,000 clients in highly regulated industries. Our software and managed services strengthen engagement across the customer lifecycle addressing key digitization, operational efficiency, and customer experience challenges.

## Industry Expertise



Banks



Credit Unions



Wealth  
Management



Auto & Consumer  
Finance



Utilities



Insurance



Healthcare



Account Receivables  
Management



## Our Solutions

To strengthen engagement across the customer lifecycle, solutions need to provide flexible and frictionless experiences for customers and staff. To that end, we provide end-to-end communications, engagement, and payment from a single partner.

**Doxim Customer Communications Management (CCM)** is a technology-enabled managed service that generates regulated, personalized, omnichannel communications at scale, and delivers them in the customers preferred channel. A self-serve client portal provides on-demand access to reporting and insights and allows clients to administer key aspects of their communications for greater speed and agility.

When payment is a requirement, **Doxim Payment** offers a frictionless, end-to-end billing-to-payment experience for customers and staff. It provides flexible payment methods and channels, an easy-to-use biller portal, and powerful tools to reduce days sales outstanding, ease the operational burden of reconciliation, and lower the cost per transaction.

For our banking and credit union clients, we offer **Customer Engagement Management (CEM)** for streamlined account opening, loan origination and customer relationship management (CRM) to maximize engagement, customer service, and wallet share.

## Enterprise-Scale Engagement

We maintain a network of resilient production operations coast-to-coast across North America, giving us the enterprise-scale needed for optimal quality, cost, and service delivery.

### Print & Mail

**2.2B+** impressions  
**600M+** documents printed and mailed

### Digital Delivery

**1.5B+** documents archived and ePresented  
**400M+** notifications and alerts by email and SMS

# The Benefits of Partnering with Doxim

## Industry Focus

We've been providing communications and engagement solutions for clients in highly regulated industries for over 20 years. Our team understands the unique challenges these clients face, as well as best practices. This is our specialty – it's all we do at Doxim.

## Ecosystem Integration Expertise

We are experts at helping clients leverage data to deliver timely, relevant, and meaningful communications to their customers. With our deep integration expertise, we ensure communication workflows are seamlessly integrated to drive operational efficiencies and deliver a cohesive customer experience.

## Print & Mail Excellence

Our fully controlled and robust production environment delivers the print and mail excellence clients 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 customer communications. 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 customers receive their documents as soon as possible. Our scale and reach allow us to provide business continuity even in the most challenging times.

## World-Class Security & Compliance

Our state-of-the-art data centers and production facilities are fully compliant and have processes in place to control risks associated with the production, storage, and delivery of business-critical communications.

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

## eAdoption & Digital Delivery

Our flexible, omnichannel solutions make it easy to seamlessly shift customers to digital engagement for a better customer experience and reduced costs. Securely engage customers digitally by email, SMS, web, video or IVR. Clients can rely on Doxim to provide the personalized, omnichannel engagement their customers desire and will respond to.

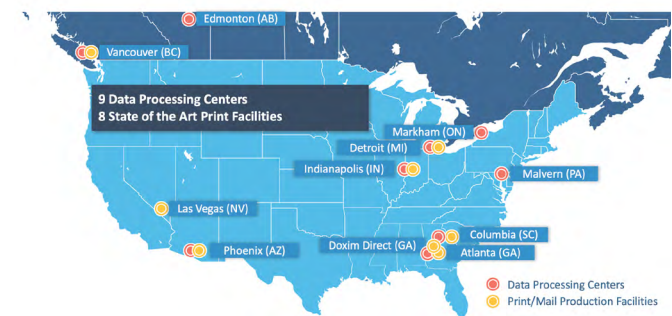
## Project Management

We provide a full scale, end-to-end implementation methodology to ensure 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.

## A Client-Centric Approach

Doxim experts are available to assess our client needs, develop strategies, and help them chart a course to improve each step of the CX. As our client's communications strategy evolves, we are ready to update their environment, suggest alternative solutions, and activate new features.

## Resilient Operations from Coast to Coast



### Secure & Compliant



### Award-Winning

