



Suez Improves Paperless Adoption & Reduce DSO Using Digital Customer Communication Solutions

Suez

SUEZ North America operates across all 50 states and in Canada, with 3,000 employees dedicated to environmental sustainability, as well as smart and sustainable resource management. The company provides drinking water, wastewater and waste collection service to 6.7 million people daily, treats 560 million gallons of water and over 440 million gallons of wastewater each day; delivers water treatment and advanced network solutions to 16,000 industrial and municipal sites; processes 160,000 tons of waste for recycling; rehabilitates and maintains water assets for more than 4,000 municipal and industrial customers; and manages \$4.1 billion in total assets.

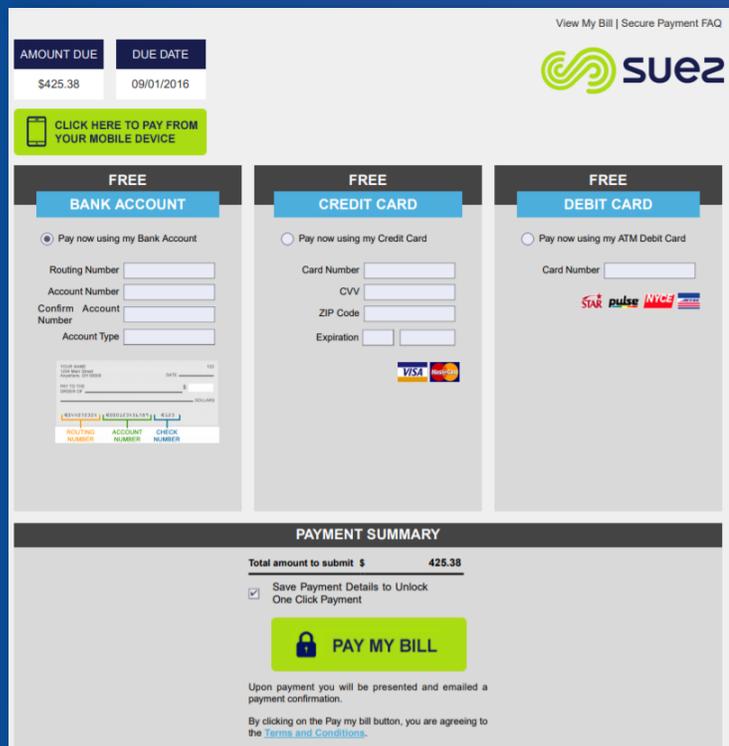
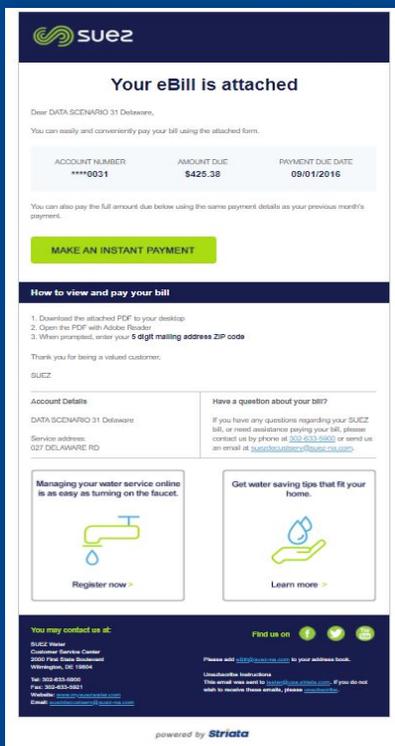
CLIENT CHALLENGE

Suez wanted to encourage faster payments by improving the customer’s experience when receiving and paying their utility bill.

DOXIM’S EBILL AND ONE-CLICK PAYMENT SOLUTION

Doxim implemented an eBill solution with an easy payment option. The convenience of delivering an eBill with the ability to pay immediately encourages customers to settle the bill on time and, in many instances, far in advance.

Examples of Doxim’s eBill and Payment Solution:

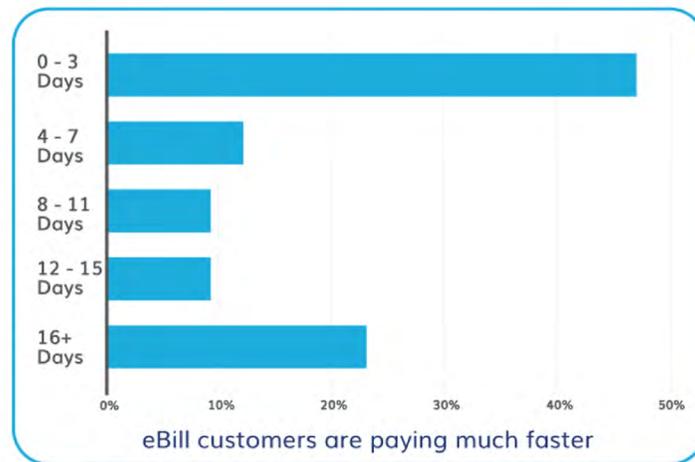


RESULTS

Improved Days Sales Outstanding (DSO)

Starting from an average of 8.94 days to pay, the introduction of the eBill and easy payment option significantly improved Suez's DSO.

- 47% of customers pay **within 3 days of receiving the eBill**
- 59% of customers now pay **within the first week**



Customers are choosing the easy payment options:

- **43.32% of customers** who see the one click payment option, choose to pay via this method
- Increased paperless adoption from 28% to 31% in just 10 months



Doxim is the customer communications and engagement technology leader serving financial and regulated markets, providing omnichannel document solutions and transforming experiences to strengthen engagement throughout the entire lifecycle. The Doxim Customer Engagement Platform helps clients communicate reliably and effectively, improve cross-sell and upsell opportunities, and drive increased loyalty and wallet share through personalized communications. The platform addresses key digitization, operational efficiency, and customer experience challenges through our suite of plug-and-play, integrated, SaaS software and document technology solutions. Learn more at www.doxim.com.