

ONE SIZE DOES NOT FIT ALL

WHITEPAPER: Benefits of partnering with an experienced Utilities vendor

When a customer's main point of contact with a utility company is their monthly or quarterly billing statement, they want to know that bill contains every bit of information and assistance they could possibly need. Not just general messaging that could easily apply to every other customer in the city—they want information that meets their specific needs.

And utility companies will work as hard as they can to give their customers the level of personalized service they demand.

It's something that we at Doxim a premier provider of Business Process Outsourcing* (BPO) solutions, discovered early in our 20-plus years of serving the utility industry—and it's been one of our guiding principles ever since.

That ability to focus on your company's needs—to ask what challenges you and your customers face, to listen carefully to your answers and to discover solutions that work for you, not for us—is just part of what we like to call "The Doxim Difference."





What else makes Doxim different?

Any vendor can print bills or provide online payments for any industry. However, as our name suggests, at Doxim our focal point—our only point—is utilities.

Our dynamic, customized billing solutions are created exclusively for the unique needs of utility companies, to help your customers recognize the value and convenience you add to their daily lives.

In an era of increased industry consolidation, we also offer the stability and longevity of a company that's partnered with municipal, cooperative, investor-owned and public utilities for more than two decades to provide a comprehensive array of services that include:

- Full-service data management, processing and support for all bill delivery and collection methods
- Expert, engaging full-color document design—bills, inserts, letters, postcards, newsletters and more—with a customer focus, for both mail and e-delivery
- Tested, trusted and transparent billing delivery services, backed by powerful reporting methods for verification—and peace of mind

Our utility-focused expertise means we have the experience and tools to help you explore all the ways you can leverage your billing data to provide critical visibility.

**Business Process Outsourcing (BPO) is a subset of outsourcing that involves contracting the operations and responsibilities for a particular business process to a third-party service provider.*



The monthly bill: your chance to shine

Since billing time is often the only opportunity you have to communicate with your customers, your bills should work twice as hard to provide your customers with more than just an amount owed. Doxim has collaborated with hundreds of utility companies to use their billing data to address customer pain points - and often, to solve problems customers never even realized they had!

How? By leveraging your clients' data, we can include important account information for each customer, as well as personal messaging. You may want to communicate that you have autopay or e-billing options available, and provide information on how to sign up for these services. Or, if a customer has payment arrangements or has missed a payment, you can send them personalized messages to keep them informed and on track.

Expertise + convenience = the right stuff

What if you could combine the expertise of those who specialize in a product and industry with the one-stop convenience of using a single full-service vendor? You'd be assured of consistently getting the right bill to the right customer at the right time.

Our customers say:

"The Doxim staff's efficiency and knowledge has changed our bill print life. we didn't realize how much we needed a bill print vendor that had utility knowledge and how much it would change our lives."

- IREA

In today's connected world, it's easy for your utility company to work with a vendor like Doxim that can:

1. Handle your data;
2. Design, print and mail your bills;
3. Manage your online payment process.

In fact, working with one data management and billing vendor offers you a number of benefits, including:

- **Consistent messaging** - The monthly utility bill is arguably your most important touchpoint for educating consumers, promoting services and building relationships. These days, a billing statement can be so much more than a boring transactional document. Even a few small design changes can make a significant difference.

The right vendor can design statements that are more understandable and appealing to consumers—often improving the timeliness of payments as a result. Plus, using one vendor means that your brand message is consistent across all markets, presenting your company in the most favorable light.

- **Fewer errors** - It all begins with the data. Using a single vendor that offers a reliable IT infrastructure and skilled experts can ensure that your data is processed quickly, accurately and on time. This is especially true of vendors that specialize in the utility industry, as their experience can rise above the complications of utility billing data.

In addition, delivery is typically tested and documented with custom reports. As a utility you want to stay informed about files and customer inquiries, so using one billing partner can provide the visibility and access you need in one place. Combining these services can significantly reduce billing errors and inconsistent bill delivery.





- **Customized solutions** - Relying on one vendor and building a partnership with that provider can allow for one-of-kind products and services for your company or municipality. They come to understand your unique needs and are able to design customized solutions to meet those needs. And, using one vendor means you only need to go through this process once!
- **Dependable technology** - Doxim has a firm commitment to and investment in the skilled experts who comprise our onsite IT development team, so you can be sure your data and processes will never be outsourced to other countries or companies.

Plus, because we partner with so many utility companies all across the country, we have the knowledge, experience, flexibility and familiarity to integrate with your systems. Just a few of the third-party CIS companies we accept billing extract data files from include Oracle, Harris, SAP, New World, Munis, Sungard and Ventyx.

The real Doxim difference

We've talked a lot here about the factors that make up the Doxim difference, but we wanted to save the most important for last: our own customers. There is truly no more satisfying reward for us than knowing we've helped our customers deliver the right bill to the right customer at the right time—and no more satisfying privilege than being able to work with them month after month, year after year, to make their company the best it can possibly be.

So we think it's fair to say that the real Doxim difference is you.

Our customers say:

"We knew it would be important to leverage Doxim's CIS knowledge when designing and working on our bills prior to conversion. However, we underestimated how valuable this experience really is! Your team has done a fantastic job in working with us before and post-go-live on our new system."

- GREENVILLE UTILITIES

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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.