The Power of You
Customer Communications Management for Utilities
Purpose-Built Solution for Billing, Omnichannel Communications, and Customer Experience

PURPOSE-BUILT
Solutions for Utilities

We Speak Your Language
Since 2001, Doxim has focused exclusively on utility billing and EBPP services.

Our products and solutions are built around the unique needs of the utility industry, providing critical visibility into your billing data.

When it comes to choosing the right billing and payment partner, you need someone who can synchronize and streamline all billing and payment processes and improve your customer engagement.

From east coast to west coast and everywhere in between, our full-color expertise, flexible document design, CIS expertise and exceptional customer service make Doxim the perfect partner for your business needs.

The Doxim Advantage

CIS EXPERTISE

We have experience with providing custom solutions based on your CIS data. Our team is well-versed in working with Oracle CC&B, Banner, Cayenta, and Hansen (among others).

OPERATIONAL EXCELLENCE

Our entire business was designed around utilities, so our employees are familiar with situations such as schedule changes, higher/lower volumes, etc. You can be confident that you'll have successful bill delivery on time, every time; and without errors.

PROJECT MANAGEMENT

Our project and implementation 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.

We are the utility industry's better billing partner. Our full suite of solutions provide critical visibility of your billing data. We help you maximize customer communications and engagement without compromising quality.

Print & Mail **Bill Design** **E-Billing** **Payment** **Data Security** **Customer Engagement**

Print and mail

We print accurately and ensure continuous error-free printing during production. Doxim's full color inkjet, roll-to-sheet printing technologies manage the printing requirements of all bills and customer communications. The technologies offer flexible ways to incorporate colorful graphics and personalized printing that enhance bill presentation.

Bill design

Doxim partners with our utility clients to guide the bill design, or redesign process. As the most frequent form of communication with your customers, your bill design should be sure to promote a consistent company image, communicate concise information, and maximize each communication touch point. We take a consultative approach with impeccable attention to detail and provide each client with a positive experience. Our timely process and thorough, solutions-oriented experience leaves each client, and their customers, completely satisfied.

E-billing

Going paperless, setting up scheduled/ recurring payments, linking accounts, and paying multiple accounts in one transaction are just some of the actions your customers will enjoy using. Our easy to use portal is a seamless way for your customers to pay bills, view current and historical documents, and manage their notification preferences. The UConnect Client Portal allows utility personnel to manage payment activity and provides reports and reconciliation information.

Payment

Customers want options to receive, view, and pay their utility 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 omni-channel solution and enables your customers with options to pay by web, mobile, IVR, kiosk, text, or email.

Data security

Doxim understands the high priority that is placed on managing sensitive customer data and we have developed specific, corporate-wide protocols for data and physical building security. The transmission and storage of sensitive customer data is monitored and protected with sophisticated firewall and encryption technology, and alerts are sent to our clients if there is an incomplete or failed data transmission.

Customer engagement

We understand meaningful customer engagement that drives customer satisfaction is built through increased personalization. Doxim proposes to segment your customers based on insights from services and behavior with their bill and incorporate this information into the customer experience to deliver more relevant communications.

Choose us?

There are tons of vendors that utilities could select to partner with for Customer Communications Management. Why choose Doxim?

We've made it our mission to help utilities leverage their data to promote meaningful interactions with their customers. Enhancing customer confidence is about more than just how things look, they need to work right the first time.

Industry focus

Since 2001, we have specifically focused on building purpose-built solutions for utilities. Given our unique focus on the utility sector and our deep understanding of the difficulty of billing from a gas, water, or electric meter, our knowledge of utility market dynamics will benefit you as your business needs continue to evolve.

Data expertise

Your data drives all aspects of customer engagement. 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 that result in a consistent customer experience from billing to collecting payments.

Operational excellence

Our operational excellence philosophy embraces problem-solving and leadership for continuous improvement. You can have confidence that successful bill delivery will happen on time, every time, and without errors.

Bill design specialties

By incorporating cutting-edge printing equipment and design software, each utility document is unique. This ensures you are able to convey specific marketing messages to the right customer at the right time, along with increasing the likelihood of payment.

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 to either utility resources or customers. Our methodology defines business needs at the beginning of the project and we maintain visibility throughout.

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