

doxim<sup>®</sup>



# Doxim CCM for Accounts Receivable Management (ARM)

Regulated Communications from an Expert Service Provider

# Accelerate Collections with Compliant, Omnichannel Engagement

Every business needs to manage their cash flow and accounts receivables, ensuring payment is received for services rendered. Seamless consumer communications, along with catering to varied payment channel preferences, is the key to successful collection efforts.

Our CCM platform provides expert collection letters and pre-bill statement design, and offers a seamless billing-to-payment experience that accelerates outstanding collections.

By partnering with Doxim, you can join the thousands of clients in regulated industries who trust us to scale their regulated communications, execute on digital strategies, all while saving costs and improving efficiency.

For over 20 years, we've been empowering clients across North America to deliver regulated communications in physical and digital formats. We give you the best of both worlds - digital communications software, stellar print expertise, and streamlined payment processing, all backed by our vertical focus and top-notch security and compliance.

**Omnichannel, end-to-end CCM platform empowering our clients to optimize the consumer experience across the entire journey of engagement, both print and digital**

## What We Offer...



Regulated Documents



Design & Optimization



Template & Asset Management



Document Composition



Secure, Online Archive



Document Accessibility (ADA)



Print or Digital Documents (PDF, HTML)



Digital Business Messaging (Email & SMS)



Secure Document Delivery with OTP



Consumer Portal



Account & Preferences Management



Guest Pay



Pay by Text



Reporting and Analytics



Data Hygiene Services



Outbound and Inbound Mail Tracking



Certified Mail



Custom Business Logic Programming



## Future-Proof Your Communications Strategy with Doxim CCM

### Improve Consumer Experience

It's not easy to satisfy the demands of modern consumers who have high expectations and many choices. Create connected experiences, better-looking, engaging communications and statements, deliver via a channel of choice, get analytics on engagement – all with Doxim as your one-stop trusted partner.

### Attract More Attention

Transactional communications such as statements, model validation notices, and other collections correspondence are expected communications that gain the consumer's attention. Use every chance to personalize communications, maximize the value of each touch point and channel, creating better responsiveness and increased collection rates.

### Create Targeted Settlement Campaigns

Our self-serve portal allows our clients to upload targeted consumer data files and deliver special one-off campaigns, such as tax time settlement offers through email or printed mail batches.

### Outsource Operational Complexity

Let Doxim handle your omnichannel document design, production, storage, and delivery so you can focus on your core business. With our scale and expertise, we will handle all operational complexity – ensuring quality and consistency across all channels and reducing your team's workload.



### Ensure 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.

### Discover Many Ways to Save Costs

Print and mail is one of the most expensive ways to communicate with consumers. Accelerate adoption of digital by offering consumers choices and delivering engaging, interactive communications, purpose-designed for modern devices and easily accessible. For your staff, save time managing paper documents and processes and reduce consumer calls by offering self-service options. For cases where you need to print and mail, we will help you minimize your print by leveraging our nationwide scale, postal services expertise, and value-added services such as consolidation, return mail management and more.

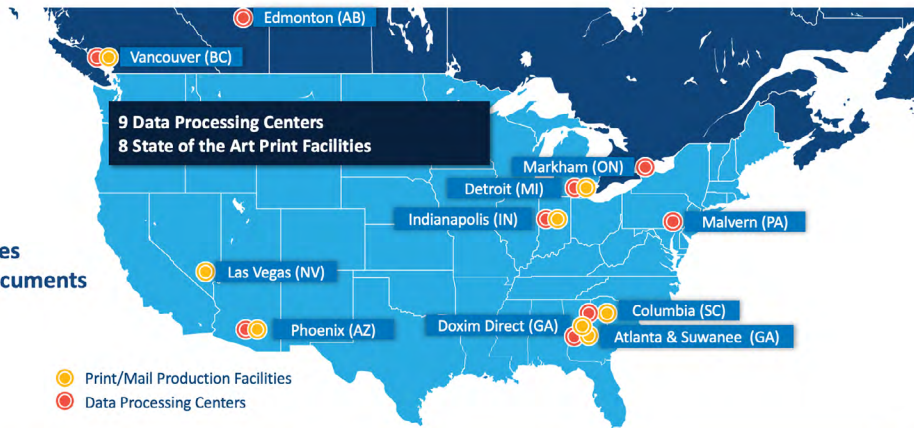
# A Resilient Network of Scalable Operations Nationwide

## Print & Mail

4B+ images  
1B+ mail pieces

## Digital Delivery

1B+ business messages  
250M+ regulatory documents



● Print/Mail Production Facilities  
● Data Processing Centers

### Secure & Compliant



### Award-Winning



## Why Choose Doxim?

There are many vendors you could choose to partner with for your consumer communications. Why choose us?



### We Know Your Industry

Solutions and services designed for regulated industries and your vertical-specific requirements



### 2,000+ Engaged Clients

Large and stable yet agile and responsive to your unique needs



### We Stand for SLAs & Compliance

Technology, best practices, secure infrastructure audited and verified by 3<sup>rd</sup> parties, culture of meeting SLAs



### Priced Differently to Focus on Value

Innovative, flexible pricing model for all your consumer communications needs



### Data & Core Systems Expertise

Experience with your data sources, structure, and core system integration, with multiple integration projects



### Complete, End-to-End, Print & Digital

End-to-end digital partner and print expert to support all regulated communications, channels, and consumer preferences



### Business Continuity

We have facilities across the United States and Canada with additional partners in place to manage your overflow and redundancy



### Digital-First Partner with Growth Mindset

Solutions for today and tomorrow powered by composition, ePresentment, & omnichannel delivery technology



### Solutions & Programs Focused on Your Success

Certified team members with deep industry knowledge, proven implementation methodology & ongoing support

# doxim®

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).