

doxim[®]



Doxim CCM for Utilities

**Single, All-in-One Customer Communications and
Payment from an Expert Provider**

Future-Facing Customer Communications, Ready for You Today

Regulated customer communications and billing are essential to your business, but highly complex to manage. By partnering with Doxim, you can join the hundreds of utilities nationwide who rely on us to manage all aspects of their regulated customer communications from billing to payment – all while shifting their customers to digital channels and offering easy, frictionless ways to complete their payment.

Our network of nationwide operations, modern technology platform, and in-house team provide the scale and expertise you need to reduce costs, execute on digital strategies, and engage in ways that are personalized, interactive, and accelerate revenue. In addition, our biller portal gives your business users critical visibility into your operations and billing data, for increased control over key aspects of your communications, payment processing, and reconciliation.

Whether print or digital engagement, we've got you covered! We're your single, expert partner for end-to-end customer communications and payments – today and tomorrow.

A single, all-in-one billing and payment solution from an expert provider to maximize engagement, reduce call center volumes, and accelerate revenue – all while reducing your cost per transaction.

Areas of Expertise...



Bill Design

Doxim partners with utility clients to guide the bill design, or redesign process. As the most frequent form of communication with your customers, your bill design should promote a consistent company image, communicate concise information, and maximize each communication touchpoint. We take a consultative approach with impeccable attention to detail and provide each client with a positive experience.



Payment

Customers want options for how they 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 a variety of flexible payments options to accelerate the speed of collections: web, mobile, IVR, kiosk, SMS/text, and more.



Print & Mail

We ensure continuous, error-free printing during production. Doxim's full color inkjet and 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.



Data Security & 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, delivery and payment. Our scale and reach allow us to enable your business continuity even in the most challenging times.



ePresentation

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 customer portal gives your customers a flexible, intuitive way to pay bills, view current and historical documents, and manage their notification preferences. We also provide a biller portal for utility personnel to manage payment activity and access reports and reconciliation information.



Customer Engagement

We understand increased personalization and interactivity drives better engagement. Consider leveraging HTML, text/SMS and video for upcoming communications. We also propose 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.

Why Choose Doxim?

There are many vendors you could choose to partner with for Customer Communications Management. Why choose us?



Industry focus

Since 2001, we have focused on building purpose-built solutions for utilities. Our employees are familiar with the unique needs of utilities, as well as best practices. Leverage our knowledge and expertise to guide you as your business continues to evolve.

CIS Expertise

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

Data Expertise

We've made it our mission to help utilities leverage their data to promote meaningful interactions with their customers. 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

Serving hundreds of utilities nationwide, our employees are familiar with the unique needs and challenges faced by utilities. You can rely on Doxim for successful bill delivery on time, every time and without errors.

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. Our 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.

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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.

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