

Customer Communications by Conduent

Reduce costs, drive efficiencies and create
a seamless customer experience



In today's always-on, hyper-personalized, digitally connected world, organizations must constantly evaluate every touchpoint across the customer journey and identify new ways to deliver an integrated, exceptional experience. Organizations continue to struggle with increasing operations costs; information in silos; lack of visibility into communication costs; and the need to reduce print and postage spend.



For more information on Conduent's Customer Experience Solutions including customer contact and omni channel solutions visit us online [online](#).

Conduent delivers highly personalized communication services, powered by the latest technologies and our global operations, to reduce costs, drive efficiencies and create a seamless customer experience for our clients' end users.

Our Solutions

Conduent delivers comprehensive, end-to-end solutions for the creation, management and distribution of customer communications.

We provide traditional printing and fulfillment services of transactional-based communications as well as multichannel digital delivery and presentment solutions. These services are delivered through our centralized platform that receives all our clients' communications for processing, and generates, manages and tracks the production, distribution, and reporting of each communication with full integrity while meeting all industry compliance regulations.

Our services include:



Transactional print and fulfillment

High-volume printing and mailing services, advanced technologies, high integrity processing, delivered through a network of secure and compliant facilities.



Dynamic, digital composition

Create variable and personalized communications from multiple data/input sources.



Interactive content management

Intuitive, easy to use web-based toolset that allows business users to manage all communication templates in a single system.



Command and control

A web-based, end-to-end management system monitoring every communication across the production process, providing real-time production tracking, reporting and advanced workflow capabilities.



Repository and presentment

Digital storage of all communications with comprehensive search and auditing features as well as presentment portal services.



Services integration

Integration with contact center, inbound, CRM, or Conduent / client systems providing real-time view.



Multichannel delivery

Output in multiple channels, e.g. print, mobile, web, email, SMS based on customer preference.

**A Services Architecture
Built on Key Principles**

-  **Modularity**
Modular platform that clients can grow with
-  **Scalability**
Scales up or down on an activity based model
-  **Flexibility**
Service modules that can be switched on/off as needed
-  **Security & Compliance**
Highly secure data centers – ISO27001, PCI, Azure Cloud
-  **Business Continuity**
Fully mirrored DR/BC infrastructure
-  **Regulatory Compliance**
HIPAA, GLB, HITRUST, FINRA, GDPR

Cost effective Platform-as-a-Service (PaaS) model

Providing an integrated capability with Conduent's core service offerings

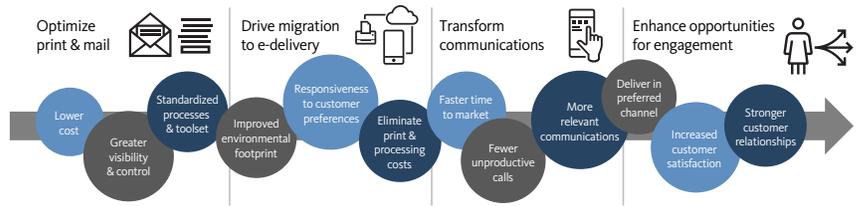
Our Size and Scale

Conduent operates around the globe in 22 countries and with 68,000 employees.



- 1B** Conduent manages over 1 billion customer communications every year, across e-delivery, web portals, print and mail.
- 1PB** Processing over 1 Petabyte of customer data every day.
- 24x7** Dedicated operations with fully mirrored data centers and fail-over capabilities.

Solution Benefits



- Lower costs for traditional print communications with postage reduction through package consolidation, co-mingling, and document consolidation
- Strengthen brand differentiation and loyalty with coordinated multichannel communication paths, based on client and end user preference, to include print, email, SMS, call centers and web
- Improve customer experience delivering targeted and personalized communications through the consumers preferred channel
- **50–75% cost savings** by transforming print and mail communications into digital customer interactions
- **30% reduction** in customer care calls through re-engineering of communications to be more personalized and relevant
- **75% savings** over dedicated platforms and infrastructure from outsourcing
- **60% reduction** of legacy system communication templates by moving to a modern CCM platform

Case Study

Helping a Leading Health Plan Streamline Outbound Communications

A leading healthcare provider needed to upgrade their mailroom operations, digitize key processes, scale to meet growing demands and do it all while ensuring compliance with all industry requirements. They turned to Conduent for help and were able to quickly reduce costs over \$26.5M (6.1%) over five years.

[Read more](#)

 **Learn how Conduent can deliver results for your business.**

[Watch Video](#) on our services and solutions. For more information on Conduent's Customer Communications visit us [online](#) or call 1-844-ONE-CNDT to connect with an expert.

