

## Electronic Document Management

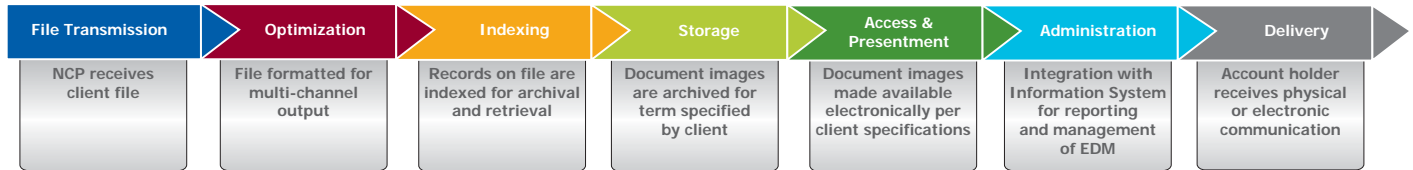
Streamlining multi-channel communications





## Electronic Document Management

Electronic Document Management (EDM) is the management of a customer communication from file receipt to when the consumer receives the communication through either a print or electronic channel. While EDM encompasses multiple steps, NCP's integrated solutions streamline the process, thereby making it easier for financial institutions to organize, secure and access account holder communications.

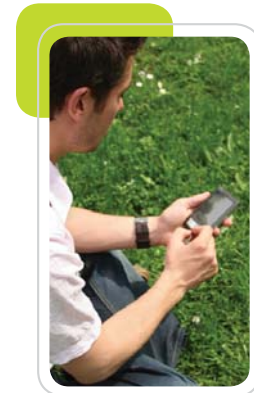


## Multi-Channel Output and Online Retrieval

In today's society, consumers expect the convenience of 24/7 access to information. Online account management through PCs, smartphones and now tablets has become second nature as consumers control when, where and how they choose to interact.

Recognizing that a statement or bill is often the most frequent point of contact with consumers, our EDM solution enables organizations to meet account holders at their point of preference through multi-channel output and online document retrieval.

Leveraging NCP's Customer Communications Management (CCM) system, output is produced, optimized and delivered through paper and digital channels. With a platform ready for almost any channel, users only have to design communication templates once; the CCM will optimize the template for print, web and mobile output.



## Long-Term Electronic, Document Archive, Retrieval and Presentment

NCP's document archive and retrieval solution is based on Solimar's SOLsearcher Enterprise (SSE). SOLsearcher Enterprise is a powerful and highly-secure electronic document delivery and web presentment solution that enables organizations to effectively index, store, search and retrieve large collections of documents. Documents to be presented electronically may include, but are not limited to: statements, bills, notices, letters, tax, compliance and regulatory documents, explanation of benefits, and an array of other customer-facing documents.

### Key Features:

- Secure, Highly Available, Scalable and Redundant
  - Multi-core application and web server architecture
- Indexing for Retrieval
  - Specificity, Correctness, Completeness, Consistency, Speed
- Storage Size and Terms
  - TeraBytes to PetaBytes to ExaBytes
  - Days to months to years
- File Types
  - PDF and other industry-standard formats

## Presentment Services

Understanding that organizations may have slightly varied business requirements, we offer a modular approach that can be tailored to suit your needs:

- **Registration Options**
  - **NCP Hosted** - Web page collects consumer information required for registration
  - **Client Hosted** - Client collects consumer registrations and sends file to NCP for paper suppression
- **Presentment Options**
  - NCP's Information System, **Portal**
  - **Direct Access** via client's website
  - Transfer of images to client via secure **FTP, CD or DVD**



- **Notification**

Put our solution to work for the timely delivery of communications to your account holders. Our design team can incorporate hyperlinks, customer-specific data and/or marketing messages to transform your communications into interactive tools. Examples of communications include:

  - Confirmation of an account holder's registration
  - Notification to account holder that statement is ready to be viewed online
  - Acknowledgement of updates made to an account holder's profile

## Tracking and Reporting

Integration into our Information System is a key feature of the service. Through the reporting module, clients have convenient access to deliverability and viewing information linked directly to job details and production data including:

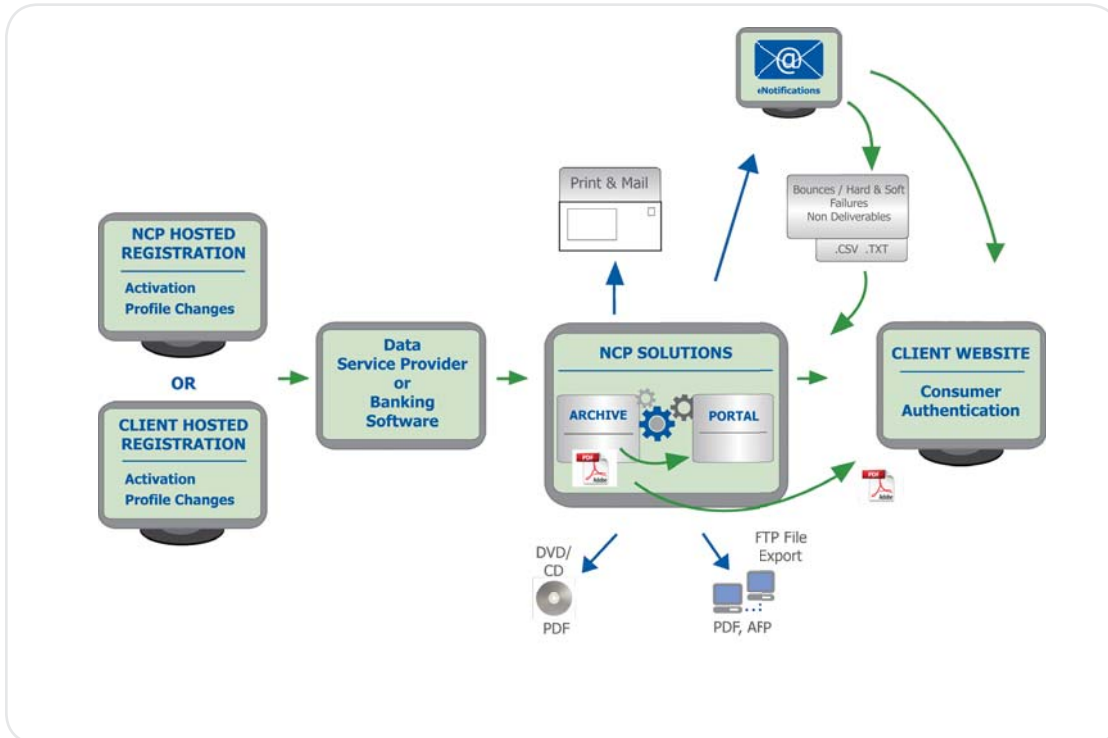
- Total number of end users who have viewed their statements
- Time and total number of statement views by end user
- Total number of times an end user clicked links contained in email

## Regulatory and Compliance

To meet regulatory and compliance needs, NCP has audit capabilities built into its various Information Systems. From the receipt of the client file to the transfer of images back to the client – we monitor each event and each user’s activity on the system. Specifically for electronic documents, we have implemented a tracking mechanism within our image storage and delivery system. This tracking mechanism provides independent verification of three major steps to ensure delivery:

- Image Storage
- Image Retrieval
- Image Delivery

## Electronic Document Management Workflow



## About Us

Over the course of four decades, clients across various industries including financial services and healthcare, have relied on NCP Solutions’ industry-leading expertise to optimize the effectiveness of their critical business communications. Accuracy, security and reliability are the cornerstones of service delivery; freeing clients to focus on core business needs.

NCP Solutions, LLC is a wholly owned subsidiary of Harland Clarke Corp.

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