

## CONTACT INFO:

COMPANY:  
CEDAR Document Technologies, Inc.

PHONE:  
770.395.5060

WEBSITE:  
www.cedardoc.com

EMAIL:  
sales@cedardoc.com



**Our Approach Is Simple!** From a single integrated servicing platform, deliver all the critical technologies necessary to transform and digitize the Customer Communications Management (CCM) processes of large enterprises to support both print and digital servicing. From system and on-demand documents to emails and SMS messaging, customer servicing satisfaction is all about clear, compliant and relevant information across all communication events and servicing options.

**Our Technology Is Not!** What differentiates CEDAR, is the platform integration of 12 key technologies required to support the automation of enterprise CCM and Digital Servicing. Using proprietary and best-in-class third party systems a CEDAR solution leverages enterprise data and content through “thin client” tools to allow non-technical stakeholders to manage the end to end process of your CCM and Servicing activity. Our rules engine approach to output management and governance will enhance the value of each communication event and the efficiency by which it's produced.

### Data Normalization

- Batch File, Web Service Input
- XML, CSV, EDI, TXT, AFP, TIF, PDF
- Transactional Document Data
- User Profile & Preference Syncs

### Resource Libraries

- Any Binary File Type Upload (Content)
- Full Text Search or Folder View
- Review, Approval, Publish
- CMS, Web, Export/Import APIs

### Letter Management

- System-triggered & On-demand
- WYSIWYG Designer with Forms
- Version Control Review & Approve
- Proofing & Real-time Publication
- Statements, Letters, Invoices, Messages

### Campaign Management

- WYSIWYG Designer w/ Forms
- Print, Email, SMS Options
- Proofing, Delivery Throttling
- Tracking, Reporting, Dashboards

### Template Management

- Template Libraries - Channels
- Document, Email, Mobile, Web, SMS
- Version Control Review & Approve
- Proofing Test Management

### Multi-Channel Composition

- PDL, PDF, iPDF, JSON, HTML5
- Delivery Address Cleansing
- Data Extracts, MRDF, Indexes

### Multi-Channel Delivery

- Print, Email, SMS, Mobile, Web, Fax
- Delivery Optimization
- Tracking, Retry, Reporting
- IMB Trace, Open, Opt Out

### Communications Archive

- Documents, Messages, Activity
- Content, Profile, Preferences
- PDF, TIF, XML, TXT, JSON, etc.
- SSO & RESTful API Access

### Tracking & Reporting

- All Input, Delivery & Activity
- 30+ Standard Control Reports
- 20+ Management Reports
- Data Warehouse BI Access

### Administration Portal

- User Access & Role Management
- Job & Delivery Tracking
- Content Management
- Agent Servicing Tools

### Extensible Services

- Custom Input Data Formats
- Custom Composition Output
- Custom Process Workflow

### SSO/API Libraries

- Data Input & Retrieval
- Message Delivery Triggers
- Content Import/Export
- CRM System APIs
- Custom System Integrations