



SINGLE SOURCE SOLUTION

thinkdmm.com



DOCUMENT STRATEGY

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COMPANIES

2016

The Challenge

In today's business environment where customers are bombarded with messages across all mediums it is important to deliver the right message to the right audience and where they prefer to receive it. It's all about customer preferences. Customer communications at the center of every touch point can make or break the customer experience. So you need a communication provider who understands this and can help you build communications relevant to each customer and execute with the delivery in a timely and cost-effective manner.

The Solution

DMM, Inc. has over thirty-three years of experience as a transactional communications provider specializing in delivering messages into the customers' hands through a variety of delivery mechanisms. We assist clients in developing innovative solutions to execute their business critical communications targeting the right message, at the right time, to the right audience — building stronger customer relationships that increase lifetime customer value.

Industries Served

DMM provides customer communication management to a number of fortune 100 clients in the following industries: banking and other financial institutions, insurance, pharmaceutical, health care, retail, telecom, education, and communications.

DMM's Communication Solutions Include:

- ▶ Document Design & Composition
- ▶ Statement & Invoice Rendering
- ▶ Transactional Print & Mail
- ▶ Customer Communication Management
- ▶ EBPP - Electronic Bill Presentment and Payment
- ▶ Proprietary online and e-Delivery solutions: MyDMM & DDE

Dedicated Service Fueled by Leading Edge Technology

Client Centric Service Model: Dedicated experienced account teams, proprietary user portals and mutually defined SLA's are how we manage end to end execution and quality assurance.

Compliance and Disaster Recovery

DMM has SOC 1 Type 2, ISO 27001 and is also HIPAA compliant. In addition, we are a G7 Master Printer and offer CASS certified onsite postal verification. We operate 2 completely redundant facilities with built in BC/DR between locations in Scarborough, ME and North Wales, PA.

For more information visit us at www.thinkdmm.com.

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