

How Expensive Is Your Envelope?

Cost Optimisation With Dynamic Content Management



Multicom is a software vendor company for service providers:

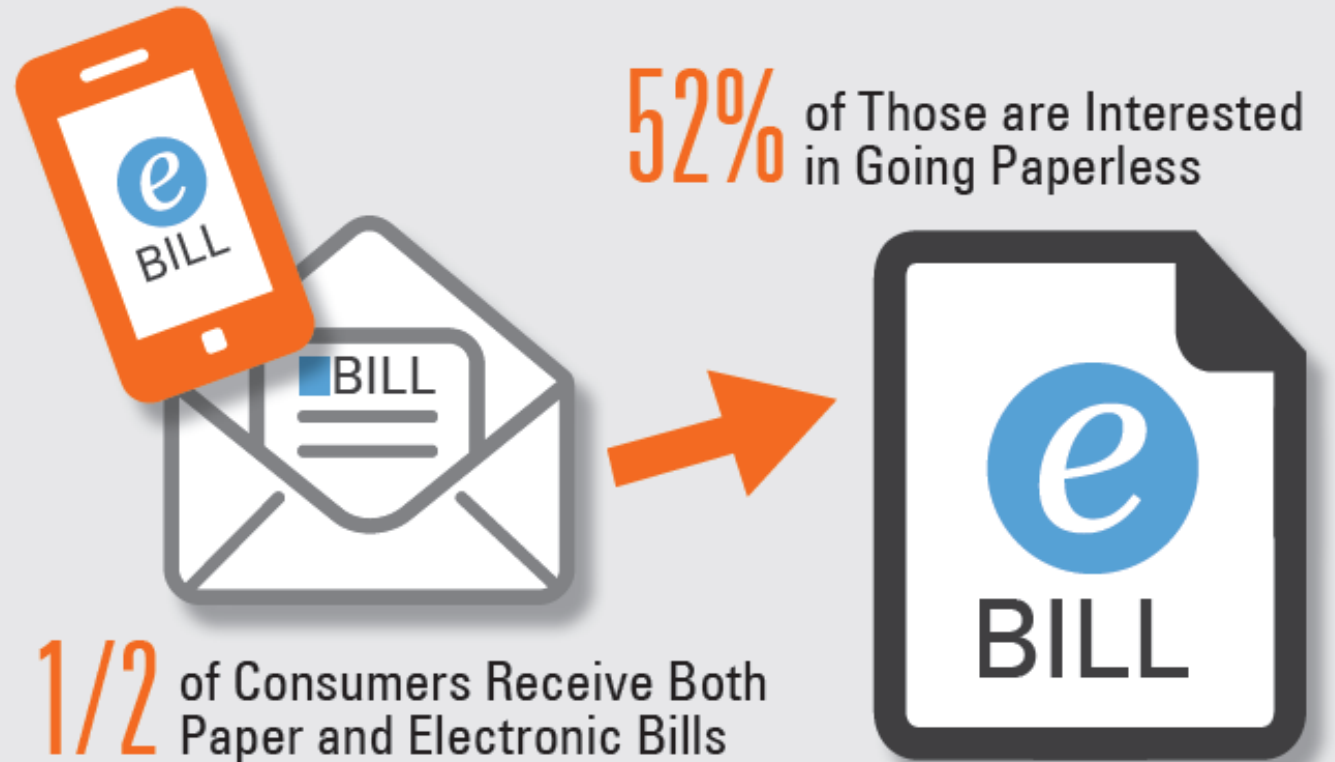
- Telecom
- Utility
- Finance industry

10-YEAR TREND REFLECTIONS

...more than 70% of the customers Gartner surveyed reported that their top goal was reducing the costs associated with printing and postage. This means a shift away from print to electronic communications. More than 50% of survey references pointed toward reduced licensing operations, staffing and maintenance costs, which can be achieved through the consolidation of multiple point solutions...

Source: Magic Quadrant for Customer Communications Management Software, 21 December 2015 | ID:G00272479

Consumers Who Receive Both Electronic and Paper Bills at Biller Sites are Interested in Going Paperless



Source: Seventh Annual Billing Household Survey, Fiserv, Inc., 2014

Practical Example in Banking Market



Serves over
600,000 clients



Retail and
businesses clients



Maintains a strong
physical presence
with a broad
branch and ATM
network



Generates annual
revenues of €150–
200 million



Aligned with
European banking
standards and
focused on long-
term stability and
customer-centric
innovation.

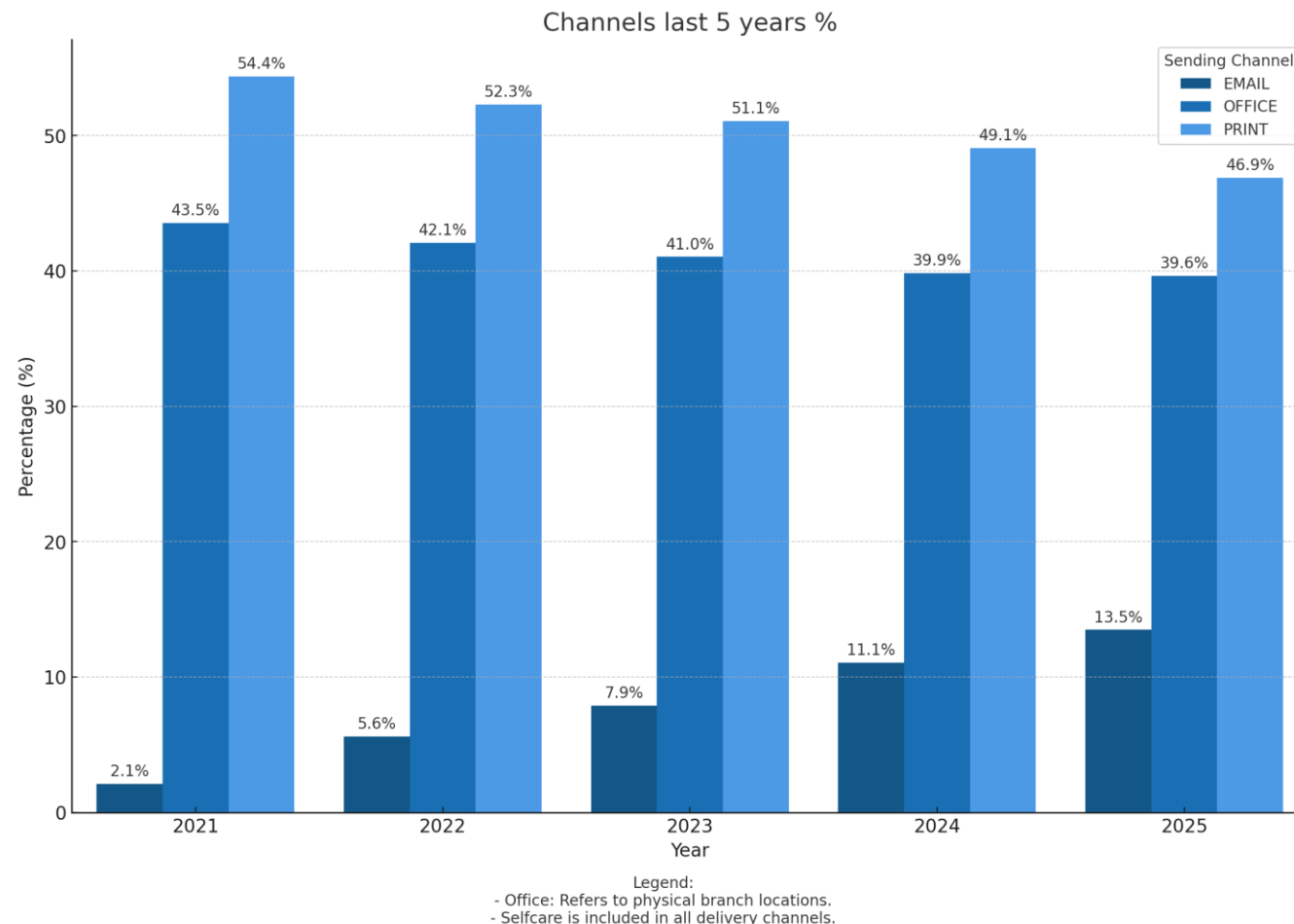


**Heavily investing
in digital banking.**



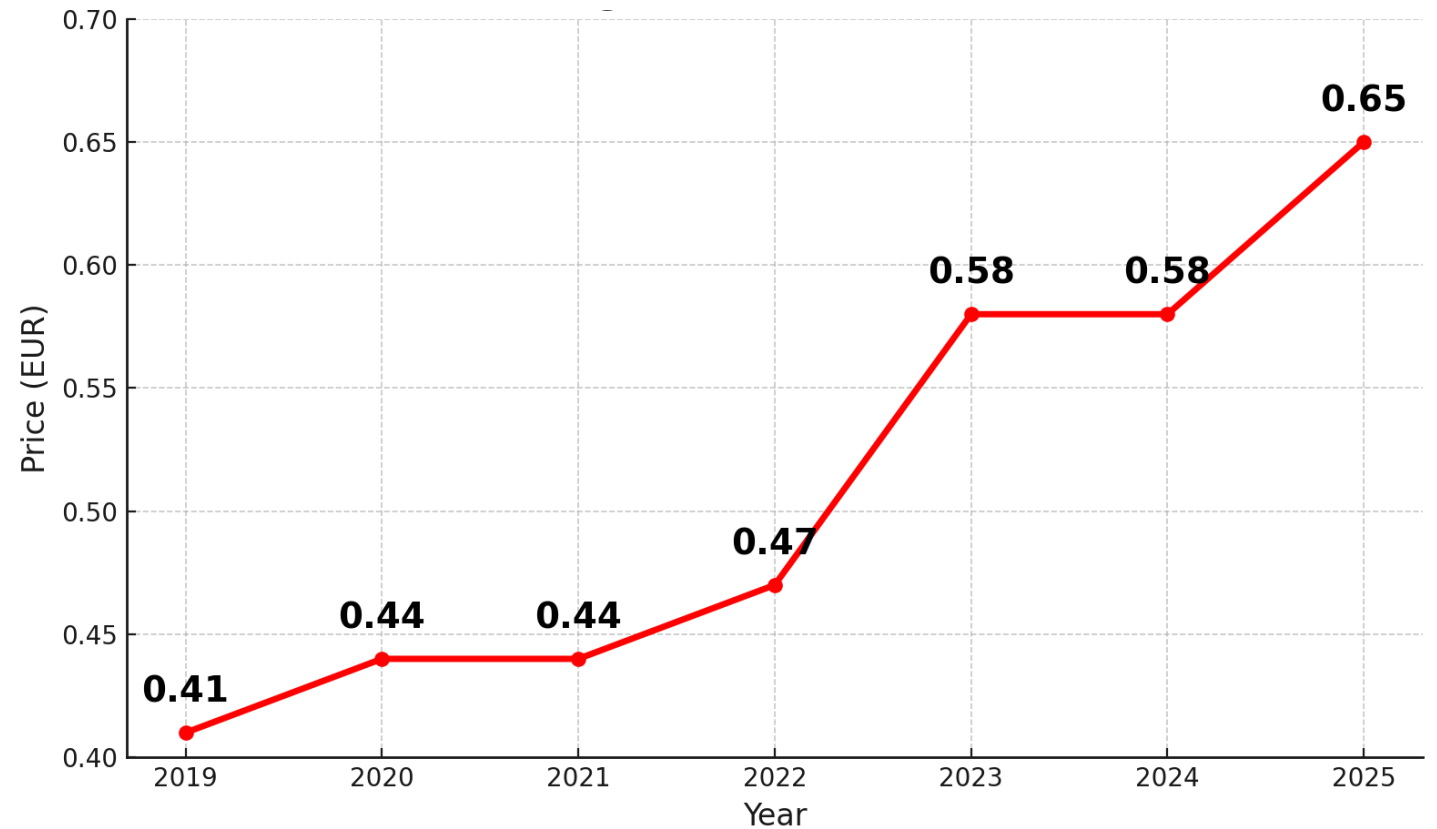
5 Years Later: Slower Than Expected And Still Printing

After 5 years, print is down
<10%, email is up 10%.



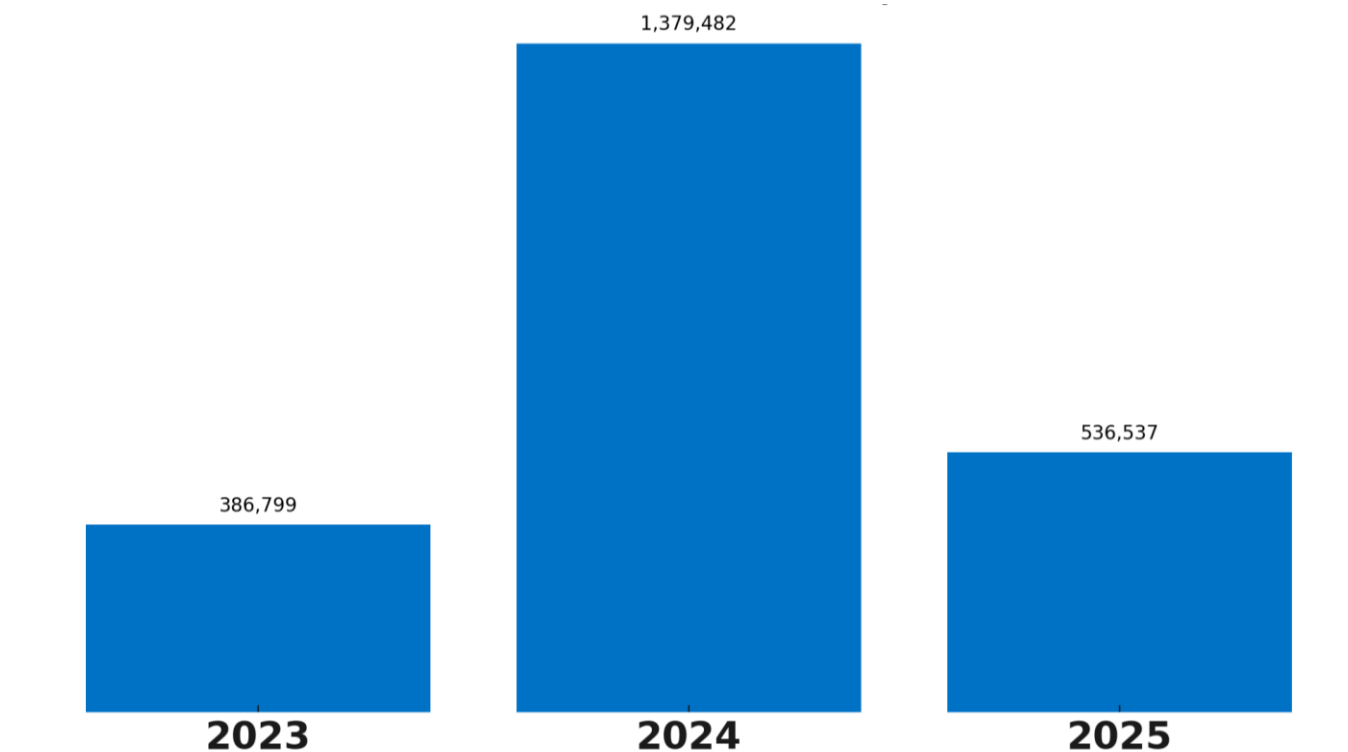
Postage prices over the years

Postage has gone up by almost 50% over the last 5 years.



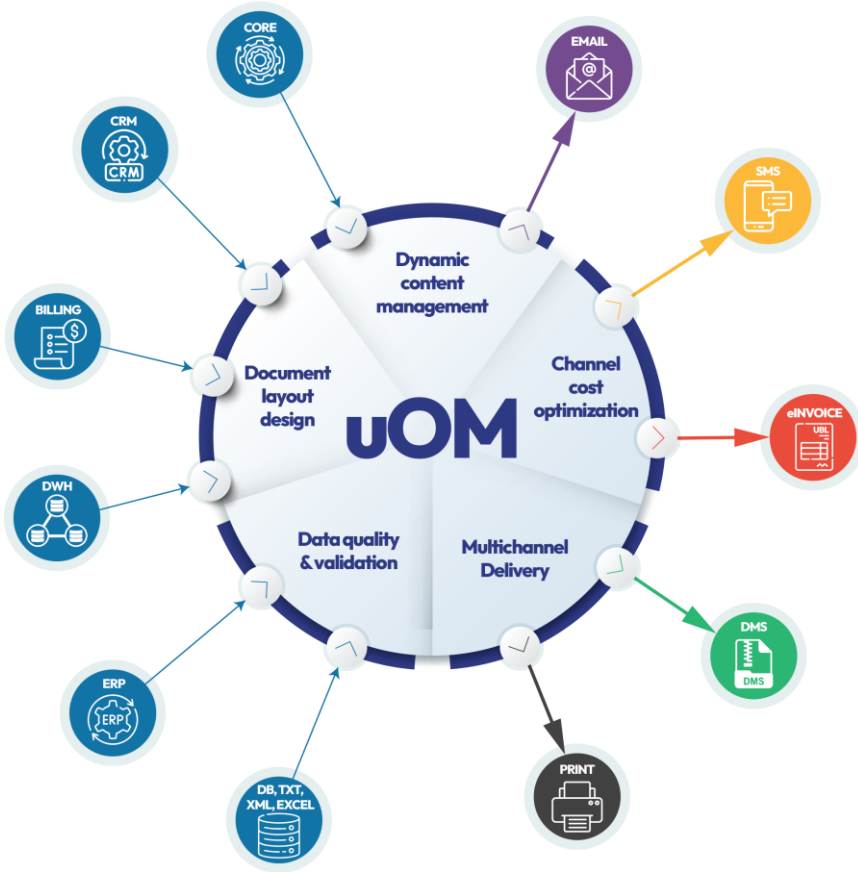
Additional Banking Documents

- Documents required by regulatory obligations
- Notifications on general terms and conditions
- Marketing brochures / leaflets



Over 1.200.000 € just in P&P costs

Unified Output Management



- ✓ Centralized generation of mass outbound documents (e.g. contracts, reports, letters)
- ✓ Automated document formatting and distribution
- ✓ Integration with core banking systems and self-case applications for real-time data retrieval
- ✓ Easily create and customize documents
- ✓ Create validation pattern and quality controls
- ✓ Support for multiple input and output channels (print, email, DMS, eInvoice (UBL), SMS...)
- ✓ Ensures consistency and compliance in all customer communication

Document Generation

Integrated Delivery

Automated Distribution

Real-time Tracking

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Application management ▾

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Statistike za pojedini tip dokumenta i pojedini kanal

Run ID

Tip dokumenta

Mjesec

Kanal

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Load

Unified Output managment ; <https://www.multicom.hr/> ; design by: multicom

***More documents.
One envelope.
One smart
decision.***

- Want to know more?
- Visit the Multicom booth at Technobank
- More info: www.multicom.hr