



Electronic Document Delivery for Banking & Finance

The cost to create, print, envelope and mail a Customer-facing document such as Statement, Contract Note, or Confirmation is now somewhere between 68c and \$7 per item.

Most analysts agree that the savings derived by adopting an Electronic Document Presentment & Delivery solution are approximately 80% of the cost of print, paper and postage! By leveraging the internet, automating and streamlining processes, Customers can be provided with the opportunity to “Self Serve”, resulting not only in even greater cost reduction, but also improved Customer Service – and no more re-prints!

Electronic Document Delivery provides Businesses with the potential for:

- Reduced expenditure
- Improved Customer Service levels
- Increased marketing potential
- Opportunities to avoid the disruptions caused by postal disputes

There are many different approaches to deploying successful Electronic Document Presentment & Delivery solutions including:

- The “Push” model - The Customer-facing document (secured or un-secured – depending on content) is automatically attached to an email (attach and despatch)
- The “Pull” model - Customers automatically receive an email notification containing a URL when their document is ready. They visit the secure branded website where they may view not only the current but also historic documents (Customer Self Service). This model also provides increased website traffic and as a result, increased marketing opportunities.

We work closely with Clients to fully understand their objectives and then deliver a tailored solution, as no two requirements are identical.

All solutions include full auditing and activity reports.

For more information:

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