

Customer  
Engagement  
Management

# Maximize The Moments That Matter

## Innovating With Digital Services

In today's digital-first economy, consumers want more personalized, dynamic experiences at every interaction. According to *Forrester*, around 80% of consumers will see the world as all digital, and early research by *McKinsey* indicates that companies continuing to innovate and improve upon digital services will win in this new environment.

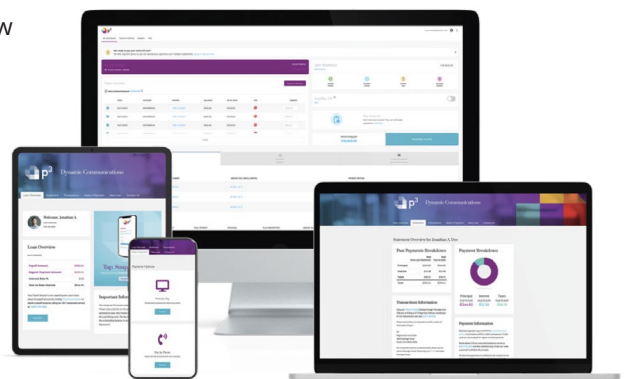
As consumers pivot towards digital, the majority who pay digitally crave customization and choice. Not only does a digital-first approach accelerate time to cash for companies- it also improves customer experience. These interactions are moments that matter when engaging with consumers - when people are asked to pay, they pay attention.

When it comes to winning customers attention companies are faced with challenges such as rising costs, lack of centralized data, and slow cash flow. Putting time and focus into customer engagement can take away from your day-to-day business operations if you don't have the right partner.

The EverView™ platform can meet your business needs today, and more importantly, was built to support your company's future growth. As an industry leader in digital payments and customer engagement management, when partnering with EverView, you will benefit from our commitment to data-driven innovation and technological advancements.



According to the Federal Reserve, 9 out of 10 businesses expect to be able to initiate and receive faster payments by 2023.



	EverView™ Essentials	MOST POPULAR EverView™ Enhanced	EverView™ Enterprise
<b>PRESENT</b>			
In-App Digital Statements	•	•	•
Document Archive	•	•	•
PDF Documents		•	•
Statement Delivery Reports		•	•
Dynamic Documents		•	•
Embedded Video Content			•
Document Access via API			•
<b>PAY</b>			
Credit & Debit Cards	•	•	•
Convenience Fees	•	•	•
Quick Pay	•	•	•
Pay Anytime	•	•	•
ACH		•	•
In-Person Payments		•	•
Registered Users		•	•
Scheduled Payments		•	•
Linked Accounts		•	•
Lockbox		•	•
eLockbox			•
Payment Plans			•
Pay-by-Photo			•
Text-to-Pay			•
IVR			•
<b>PROMOTE</b>			
Digital Adoption Journeys	•	•	•
Digital Payment Journeys		•	•
Cross Sell/Upsell Journeys			•
<b>PLATFORM</b>			
Print/Digital Preference Management	•	•	•
Customer Service Module	•	•	•
Email and SMS Notifications	•	•	•
SSO - Digital Presentment and Payments		•	•
Web Chat			•

## Unparalleled Service and Support

Each package includes service aligned to the level of features supported:

- **EverView™ Essentials:** basic support includes 2 business reviews per year
- **EverView™ Enhanced:** includes a dedicated Client Success Manager, quarterly business reviews and 15 professional service hours per year
- **EverView™ Enterprise:** priority client status with concierge support that includes a dedicated Client Success Manager, quarterly business reviews, guaranteed response within 4 hours, extended hours and 25 professional service hours per year

Additional professional service hours available upon request for an additional fee. Professional services include data append, integration support, marketing consulting, and more. Implementation fees also apply and determined by solution and client needs.

## The EverView™ Advantage

We've created EverView - the next generation customer engagement management platform that ties together three core functionalities – presentment, payment, and promotion – to help you create stronger connections with your customers. EverView is easy to implement and you'll quickly see the benefits of:

- **Flexibility:** Your customers can initiate payments when and where they want with whatever method they choose
- **Personalization:** Launch omnichannel programs for a cohesive, data-driven experience at scale
- **Cost-Effectiveness:** Reallocate your traditional print cost to more strategic investments