

Maximize the Moments
That Matter

Customer
Engagement
Management

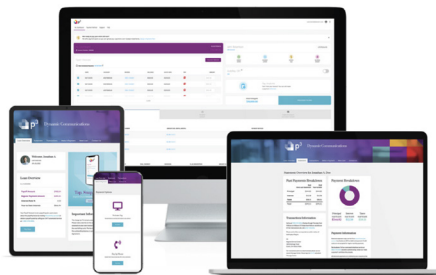
Maximize the Moments That Matter

EverView™ – An Omnichannel Solution

We optimize the moment when you have a customer's maximum attention – the presentation of a statement – to transform static communications into dynamic engagements. At the center of our business is EverView™, our customer engagement management platform. This omnichannel solution is a single source for connecting with clients via enhanced statements, providing flexibility in payment options, and matching clients with new upselling opportunities to grow your business.

Digital First Approach

EverView is a single-platform SaaS system with a centralized view of customers that enables seamless integration across SMS, email, print, and web. Most importantly, this platform supports the flexibility needed to allow customers to pay when and where they want with whatever method they choose, the personalization to send relevant communications based on individualized customer behaviors, and cost effectiveness – reallocating print costs to more strategic investments. EverView, anchored by three key capabilities – *present*, *pay*, *promote* – work in a continuous cycle to help build value and customer loyalty for our clients.



Present

Allows you to provide customers with intuitive communications in multiple digital formats. This includes *dynamic document* – an engaging, data driven experience that is responsive on any device and reduces the cost of printed statements.

Pay

Get paid quicker. EverView allows you to provide compliant payment options so your customers can pay anytime, anywhere.

Promote

Use customer data to drive additional revenue opportunities via personalized messaging and offers – keeping your customers engaged increases loyalty and decreased attrition.

These EverView Solutions Will Benefit Your Omnichannel Approach

EverView™ Essentials – our program offering digital adoption journeys, in-app digital and pdf statements, payment flexibility including credit and debit cards, quick pay, and the ability to use email and SMS notifications. Additional benefits include:

- Digital adoption to help lower your cost and create a personalized customer experience
- Base payment features to help reduce days sales outstanding

EverView™ Enhanced – a comprehensive customer engagement solution that is most popular with clients looking to create stronger connections with their customers. Additional features include: dynamic documents, enhanced reporting, comprehensive payment options and payment acceleration journeys. Additional benefits include:

- Increased engaging digital presentment solutions
- Additional payment methods and channels so you get paid faster
- Acceleration programs to keep payments on time

EverView™ Enterprise – best for those who have a diverse customer base with different preferences based on age, income, geography, etc. In addition to the EverView Essentials and EverView Enhanced capabilities, this option provides: embedded video content and document access to API, payment plans, text-to-pay, IVR, eLockbox, and cross-sell/upsell journeys. Additional benefits include:

- Increased engaging digital presentment solutions
- Additional outbound channels such as IVR and Web Chat
- Even more ways to pay – convenience and speed for your customers
- Capture greater share of wallet and strengthen customer relationships

Our decades of experience in traditional print, digital adoption, and payment flexibility coupled with the extensive data collected from customer behavior, empowered us to build a platform that supports client success. It's time to own the moment of maximum attention – EverView™ can help.