



# Boost Efficiency and Cut Costs with Print & Mail Solutions

## Create Seamless Customer Journeys both Online and Off

Even in today's digitally-driven world, there are still consumers who prefer to receive their bills and other critical communications through the mail. OSG™ can enhance the experience for these customers through state-of-the-art printing, optimized mail solutions, and customer communications management.

With over 50 years in the printing business, OSG provides scalable print and mail solutions that create efficiencies and, as a result, cost savings.

### State-of-the-Art Printing

OSG's Automated Document Factory ensures quality control, efficiency, and security while leveraging the latest in high-speed, full-color printing capabilities. Our 12 facilities house 195 printing systems and are located throughout the US. Each provides 24/7/365 support.

**Customizable options** – OSG's print facilities enable you to create customized, one-to-one campaigns.

**Built-in security** – We offer check printing with important security options, including thermochromic ink, Magnetic ink Character Recognition technology, artificial watermarks, and invisible fibers.

**Coupon books for multiple markets** – From HOA, to mortgages, to health insurance premiums, our services include one-up and two-up coupon books.

### Optimized Mail Solutions

Our mail solutions merge the latest technology from the United States Postal Service (USPS) with our proprietary, self-service portal for fast, accurate mail delivery.

**OSG MailTrek<sup>SM</sup>** – Our sophisticated mail-tracking program uses USPS data to provide delivery updates in real-time so you know where each piece is from the moment it leaves our facility until it arrives at the customer's mailbox.

**USPS's NCOA<sup>LINK</sup>** – We improve the accuracy of your mailings by correcting misspellings and comparing your addresses to the delivery points that USPS has on file so we can update when necessary.

**Automated return-mail system** – Integrated closely with the USPS, our technology-enabled processes provide you with updated address listings to ensure future mailings are delivered.

**Certified mail services** – Oversee the entire certified mail process online—from initial creation through delivery verification—on any device.

**Secure destruction** – We shred and recycle undeliverable mail while providing a digital notification for database management to reduce costs, protect privacy, and minimize waste.

## **Customer Communications Management**

Better engage customers and streamline your processes by developing high-quality, thoughtful materials, and distributing them confidently to a targeted audience.

**Document-Imaging and Management Services** – We provide an end-to-end solution for all of your document-imaging and management needs, including data entry/data capture, digital scanning, document preparation, and output.

**OSG Dynamic Messaging<sup>SM</sup>** – Use OSG Dynamic Messaging to fully leverage common touchpoints, such as monthly bills or statements, with personalized messages that directly connect with customers.

**Insight Analysis<sup>SM</sup>** – We evaluate the design of your emails, print materials, and portal set-up and predict with 92% accuracy what the reader will be drawn to, so you ensure your key takeaways are front and center.

**OSG Letter Composer<sup>SM</sup>** – Decide on the key elements—the message, the look, the feel—while OSG Letter Composer streamlines the creation and distribution process based on the schedule and format you want.

**OSG Campaign Composer<sup>SM</sup>** – OSG Campaign Composer uses data analytics to improve engagement with bill presentment and payment by tailoring campaigns to the customer based on your audiences and messages.

## **Security and Compliance**

We are committed to maintaining the security, confidentiality, and integrity of our products and services. Our security solutions keep customer data safe and secure.

- Strategically located processing sites across North America.
- Annual audits that ensure compliance with relevant security and confidentiality requirements.
- HIPAA and PCI-compliant services in several locations.
- Business continuity plans, with the ability to transfer processing loads between key locations.
- Physical security access controls, including CCTV surveillance and card access systems.
- Multi-layered logical access, network, and data protection controls.