



E-statements

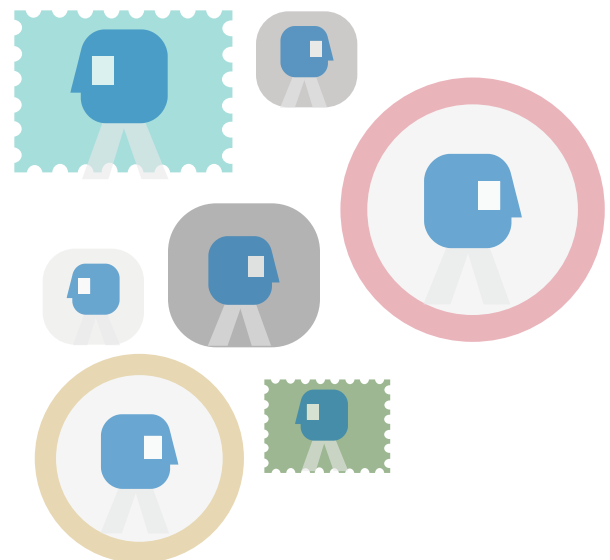
Provide **20%**

Postage Savings

For Middle

Eastern Bank

A Middle Eastern Bank with customers in over 50% of UAE households wanted to improve their customer communications, improve operational efficiency and reduce their growing postage costs.



Challenges

Customers want to receive account information and alerts electronically

Bank lacked sorting capability to take advantage of postal service discounts

Solution

The bank selected Elixir Technologies software so they could offer their customers a choice for receiving statements.

Multi-Channel Delivery System:

Statements can be delivered via print, email, fax

E-mail and SMS notification System:

Customer receive account change alerts automatically

E statement Application: Streamline registration possible via LDAP integration with customer account logins, made accessible with help desk representatives and customers.

High Powered Document Management System: Sort and split records based on postal codes.

Benefits

Customized tools increase help desk efficiency enabling faster response times when working with customers. Reduced loss or delay of revenue by ensuring reliable e-delivery of business critical documents. Status tracking provides proof of email delivery.

- A consolidated interface for e-delivery, print, fax, file, and SMS.
- Reduced operating costs and increased customer satisfaction via automated support features.
- Operational accuracy ensured via event notifications, audit trails and production reports.

Elixir has over 30 years of experience in producing document solutions for highly regulated industries, including Insurance. We help our customers lower the risk of errors and improve efficiency.

Elixir Tango, our SaaS Based Business Experience Platform (BXP), enables your organization to better manage your customer communications, increase your speed to market, and empower Business Users.



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