Napersoft Launches New Software Suite—Napersoft CCM 7—to Improve Customer Communications Management

Naperville, IL—October 19, 2011—Napersoft, a leading provider in Customer Communications Management (CCM) software, announced today the release of Napersoft CCM 7 software suite. Napersoft CCM 7 is a premier enterprise software solution designed to help businesses quickly and easily create, distribute and archive personalized documents leading to operational efficiencies, reduced costs and improved customer communications.

Napersoft CCM 7 provides the most advanced customer communications management solution for personalizing critical customer communications using high-volume batch options, ad-hoc interactive options or self-service on-demand web applications. The solution has a broader host of capabilities to support organizations looking to integrate with existing CRM, ERP, ECM and legacy systems, ensure regulatory compliance, and provide faster, higher quality customer correspondence. Reviews of Napersoft CCM 7 have found the solution dramatically helps improve the design and implementation of business communication.

"With the combination of our Microsoft Word authoring tool and our re-architected template and paragraph composition, Napersoft CCM 7 is easier to use than ever before," comments Bart Carlson, Chief Executive Officer at Napersoft. "With these new features, we expect business users will be able to create templates more quickly and navigate through the document workflow process faster. We also foresee improved personnel productivity and satisfaction for our customers."

Napersoft CCM 7 offers increased product stability and the platform for future product enhancements.

Features of Napersoft CCM 7 include:

- **Template and paragraph performance improvements.** Napersoft CCM 7 allows business users to easily compose templates enabling the highest quality customer correspondence.
- **Rapid integration of eSignature into the business process.** With the creation of a connector, Napersoft can seamlessly integrate with electronic signature functionality enabling straight through processing of documents generated by Napersoft CCM.
- **Added monitoring and tracking capabilities.** Napersoft can analyze and monitor document creation and distribution processes, documents and business rules.
- **Seamless data integration from Enterprise Content Management (ECM) systems.** Napersoft can offer complete end-to-end solutions, through our integrated connectors, including ECM and CCM functionality.

Napersoft CCM 7 Benefits include:

- **Multi-channel correspondences** based on each customer's individual preference—print, email, web, or fax.

- **Reduced IT support, employee training time and production costs** through the use of the familiar Microsoft Word authoring process.
- **Facilitates regulatory compliance and consistency** by automating business rules.
- **Added security** by archiving customer communications to a secure and reliable content repository.
- **Reduced document turnaround times and costs** associated with transporting, signing and managing paper policies, contracts and agreements with electronic signature functionality.
- **Increased employee productivity and customer loyalty** with an easy-to-use document creation and distribution solution that generates the highest quality documents.

About Napersoft
Napersoft is a leading provider of Customer Communications Management (CCM) software solutions. For more than 25 years, Napersoft has assisted customers of all sizes and across various industries to implement innovative CCM solutions. With Napersoft CCM, customers achieve top line revenue growth via cross-sell and up-sell strategies, streamline core business processes, improve customer satisfaction, optimize electronic document delivery channels, improve business agility and reduce costs.

For additional information please visit Napersoft, Inc. at http://www.napersoft.com/document-automation-solutions.htm or contact:

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