



## **Central States Funds Improves Customer Satisfaction with Napersoft CCM Document Platform**

**Naperville, IL—July 24, 2012—** Central States Funds successfully implements Napersoft CCM Document Platform for pension letters, explanation of benefits (EOBs), notices and other correspondence creation and distribution to improve customer satisfaction.

As a Taft-Hartley Fund, Central States Funds administers benefits for hundreds of thousands of multiemployer participants, dependents and retirees. Since 1950, the Central States Health and Welfare Fund has grown into one of the largest claims processing centers in the United States, handling over 12,000 claims each day. With more than 90,000 EOBs generated each week and 4,000 calls per day to their customer service center, the speed and quality of communications with their members has a direct impact on the level of customer satisfaction.

Central States Funds selected Napersoft CCM to fulfill their document creation and distribution needs. The advantages of the platform were immediately obvious to employees and members alike. “The Napersoft CCM Document Platform has improved the speed and quality of our communications,” comments Steve Kolasa, Service Team Leader from Central States Funds. In particular, EOBs were enhanced to provide details regarding deductibles, out-of-pocket expenses, benefits limits, and important messages and definitions to explain how the claim was processed. The resulting document was easier to read and understand and significantly increased customer satisfaction.

Today, Central States Funds continues to improve their business with Napersoft CCM by rolling out a member self-service Web portal. With CCM OnDemand Option, members are now able to view their own correspondence from the Central States Funds’ Web site, reducing the time to wait for information, and once again reducing the number of calls to customer service.

### **About Napersoft**

Napersoft is the 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. <http://www.napersoft.com/products-ccm.htm> or contact:

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