



Napersoft Reports Benefits from Customer Feedback

Naperville, IL—October 31, 2012—With over 25 years of experience in [document automation](#) solutions, [Napersoft](#) has a growing and loyal set of customers. Through increased communication and collaboration, Napersoft has received valuable feedback from their customers on the benefits they are receiving from their implementations of Napersoft CCM solutions. The reported benefits include:

- **Improved Customer Satisfaction:** Customers report that Napersoft CCM solutions have improved the overall quality of customer correspondence through the automation of manual document creation processes leading to faster response times, reduced errors and increased personalization in documents.
- **Increased Productivity:** Customers indicated they can easily create and maintain document templates and re-useable components with Napersoft CCM Author, built on familiar Microsoft® Word technology. Napersoft CCM interactive document workflows have also decreased the time it takes to create personalized documents. The end result has been increased productivity for template authors and employees generating documents. A customer contact recently commented: “Napersoft CCM has improved the speed and efficiency of our communications.”
- **Reduced IT Support:** Through process-oriented workflows and seamless integration to data and other applications, customers reported that Napersoft CCM solutions were easily integrated to existing systems to achieve rapid roll-out with minimal IT support. A CIO customer contact said, “Napersoft is a quality and flexible product that is easy to integrate with most any system.”
- **Expense Reduction:** Customers were very satisfied with Napersoft’s [Quick Start Implementation](#) approach. Napersoft’s methodology allows customers to become self-sufficient quickly and minimizes implementation costs. A contact from a Professional Employer Organization (PEO) customer reported: “The Napersoft professional services team went well above and beyond in attention to detail during our implementation.”

Visit Napersoft’s website to [read more](#) about customer successes with Napersoft CCM or to [learn how](#) Napersoft CCM solutions can benefit your business.

About Napersoft

Napersoft is the leading provider of Customer Communications Management (CCM) solutions. For more than 25 years, Napersoft has assisted commercial and governmental customers of all sizes implement innovative document creation and distribution solutions. Napersoft’s solutions help improve customer satisfaction, reduce costs and increase revenue by streamlining business processes for document creation, publishing, distribution and archiving of all types of documents such as letters, correspondence, policies, agreements and other forms of personalized communication.

For additional information, please visit Napersoft, Inc. at <http://www.napersoft.com/solutions/index.htm> or contact:



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