



Napersoft Capability Statement

NAICS CODES

- ⇒ **511210**—Software Publishers
- ⇒ **518210**—Data Processing, Hosting, and Related Services
- ⇒ **541511**—Custom Computer Programming Services
- ⇒ **541512**—Computer Systems Design Services
- ⇒ **541519**—Other Computer Related Services

KEY CUSTOMERS

Government:

State of Alaska
State of Illinois
State of Washington
State of Wyoming

Commercial:

Aegon, Allstate, Auto-Owners, AVIVA, Boston Mutual, Central States Funds, Central States Health & Life of Omaha, Hallmark BCBS (IL, NM, OK, TX), Hartford, Illinois Mutual, ING, Navy Mutual Aid, NJ Manufactures, United Healthcare, Vision Service Plan

PARTNERS

Technology:

IBM, Microsoft, Sun Microsystems, Web Services Interoperability Organization, World Wide Web Consortium

Business:

Dayhuff Group, DocuSgn, Healthation, immixGroup, Mantra Technologies, Perceptive Software, Syscom, Yeager Solutions

CONTACT INFORMATION

Napersoft Headquarters:

Napersoft, Inc.
40 Shuman Boulevard
Naperville, IL 60563 USA

www.napersoft.com

Toll free: 1-800-380-1000

Direct: 1-630-420-1515

Fax: 1-630-420-0354

Email: info@napersoft.com

Subscribe to Our Email List

Napersoft Federal:

Direct: 1-703-962-1151

Fax: 1-703-962-1154

Overview

Napersoft, Inc. is a small business located in Naperville, IL. Napersoft is a world leader in commercial off-the-shelf (COTS) Customer Communications Management (CCM) software solutions. Napersoft CCM solutions are out-of-the-box, highly automated, correspondence/document generation solutions that enable an enterprise to quickly and easily create complex real-time customer documents. CCM solutions are some of the most robust, scalable, full featured solutions in the market today.

Napersoft CCM solutions enterprise-strength highlights include: full featured content authoring and management control, modifiable business rules to support content customization, multi-channel document distribution with complete historical archiving of all rendered documents, and more.

Since its founding in 1986, Napersoft has helped a broad range of organizations and businesses interface with their constituents, clients, customers, suppliers and vendors in a secure, reliable and cost effective way 24 hours a day, seven days a week. Our domestic and international customer base, requiring interactive call center and on-demand web response streamlining, includes State Government agencies and Fortune 1000 industries where the focus is on superior communications services.

Product Functionality and Services

Napersoft CCM solutions enable Public Sector agencies, including their call centers, to:

- Set up and administer a centralized customer communications management system across a diverse, multi-office and geographically separated organization;
- Manage document templates and content from a single source, ensuring consistent and high quality communications;
- Ensure compliance and records management obligations are controlled from a centralized and secure document repository;
- Facilitate the compliance, legal, reporting and freedom of information requirements of new legislation including the Patriot Act, the Freedom and Information Act, PIPEDA, HIPPA, and the Gramm-Leach-Bliley Act;
- Centralize control over storage and access documents and confidential material;
- Have business rules and processes applied transparently, behind the scenes to reduce the involvement of end users and increase adoption;
- Connect seamlessly with leading, existing Enterprise Content Management solutions (ECM), Customer Relationship Management solutions (CRM), and legacy systems;
- Facilitate the authenticity, integrity, and confidentiality of documents from the point of their creation to the point of receipt by the regulators and officials;
- Ensure individual accountability for actions initiated under unique user profiles; and
- Prevent unauthorized or unintended changes to critical information by assigning business rules and privileges to individual(s) and/or group accounts.