



Napersoft CCM Enterprise Document Platform

Let's Get Started

Today, organizations are continually looking for ways to save time and money implementing software solutions. In addition, companies are striving to become self-sufficient in supporting software applications in order to avoid extended consulting engagements.

Napersoft's customer acclaimed Quick Start Implementation is designed with these issues in mind and generally can provide installation and training services in a one-week or less engagement. In addition to typical services most vendors provide, Napersoft goes the extra mile to work with you to configure a set of Napersoft CCM Document Platform workflows and composition rules, integrate Napersoft CCM into your environment, and develop an initial set of document templates.

"The Napersoft professional services team went well *above and beyond* in attention to detail during our implementation. We are very appreciative of their commitment to the success of our project."

-Director of Client Services,
Professional Employer Company

Contact us today for more information:

1-800-380-1000 USA
1-630-420-1515 International

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

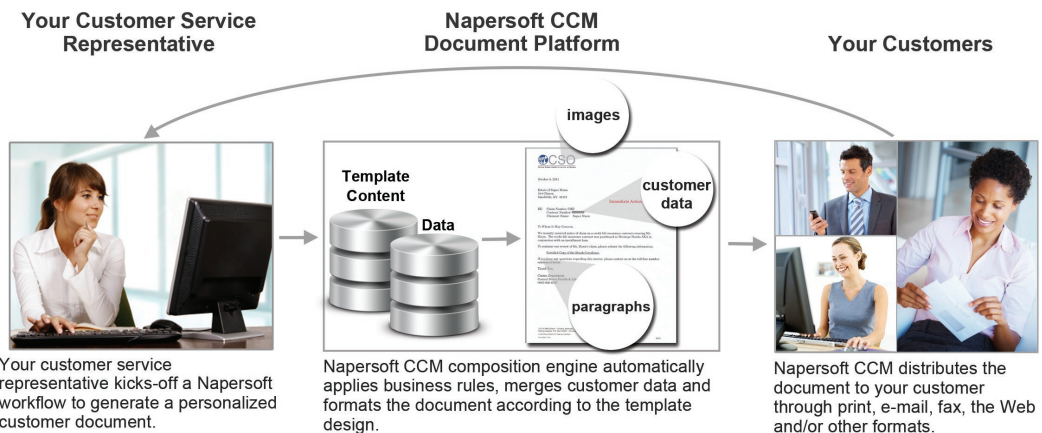
Napersoft Federal:
Direct: 1-703-962-1151
Fax: 1-703-962-1154

Need to Improve Customer Communications

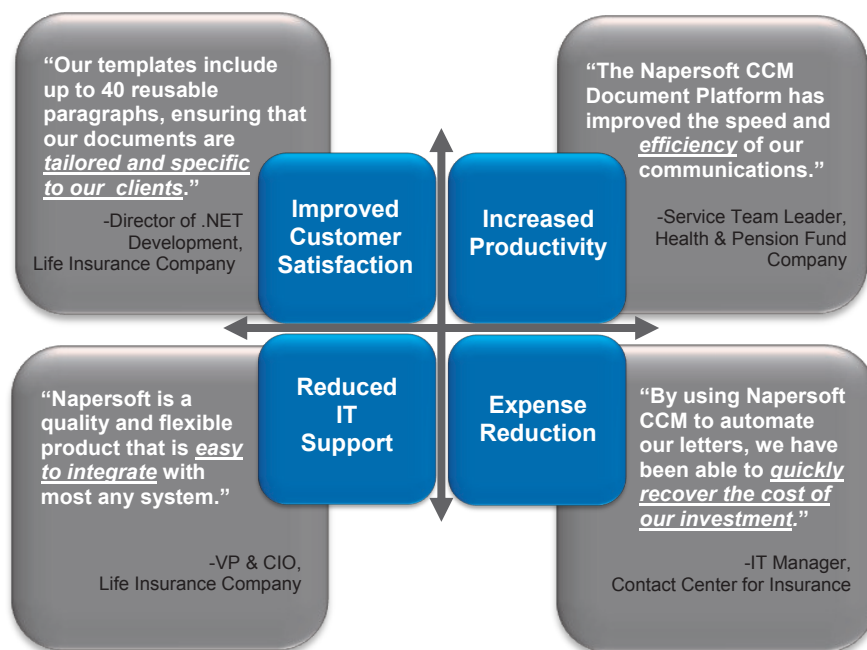
In today's fast paced world, customer preferences have ushered in new requirements for personalized communications. Your ability to provide customers with the information they need directly enhances your organization's effectiveness and future success. Today, many organizations are struggling to effectively and efficiently communicate with their customers.

Solution: Napersoft CCM Document Platform

Napersoft CCM Enterprise Document Platform gives you the power to quickly and easily, compose, format and distribute *personalized, customer documents* through process oriented workflows and open integration to your data and other business applications.



Benefits to Your Business





Napersoft CCM Enterprise Document Platform

Functional Role Options

Depending upon your document creation needs, you also have the choice of several functional roles:

Users: Users are employees, agents or other company representatives who interactively create, distribute, store, search or retrieve personalized documents.

Authors: Authors are employees, agents or other company representatives who create and manage document templates, paragraphs, images, prompts and document workflows. Authors can also perform all User functions.

Developers: Developers are employees or other company representatives who use Napersoft CCM development tools to program extensions, integrations and other functions beyond the out-of-the-box capabilities of Napersoft CCM. Developers can also perform all Author and User functions.

Casual Users: Casual Users are customers, prospective customers, press and other people not associated with your organization who are authorized to view and create personalized documents via your self-service Web portal (requires CCM Express OnDemand Option).

Napersoft CCM Document Workflow Process

Step 1: Template Authoring

The process begins with template authoring. Using Napersoft CCM Author, built on Microsoft® Word technology, the template authoring process is easy and efficient. Business users can utilize all of the functions of Microsoft® Word, as well as Napersoft's custom-built components, to create document templates.

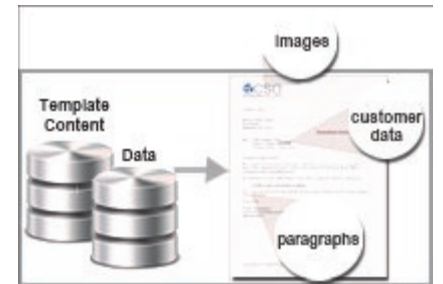


Your customer service representative kicks-off a Napersoft workflow to generate a personalized customer document.

Napersoft's architecture utilizes drag-and-drop functionality and re-useable template objects such as paragraphs and images to reduce the time it takes to create and maintain templates. Napersoft's template authoring facilitates brand consistency, reduces template errors and improves document standardization.

Step 2: Document Automation & Creation

Napersoft CCM provides an open integration to your data and other business applications such as existing CRM, ERP, ECM and legacy systems. The Napersoft Composition Engine applies business rules and merges customer data, paragraphs and images into the final documents according to template design.



Napersoft CCM composition engine automatically applies business rules, merges customer data and formats the document according to the template design.

With the Napersoft CCM Enterprise Document Platform, you have a choice of which methods you employ to create documents: Batch, Interactive and/or OnDemand.

- **Batch Option:** With the CCM Batch Option document creation process, Napersoft CCM integrates with your database(s) and files to automatically produce high volumes of documents on a scheduled basis.
- **Interactive Option:** The CCM Interactive Option is ideal for the creation of real-time, employee generated communications to customers. Napersoft CCM guides employees through the document creation workflow by providing prompts and allows them to interact directly with rendered documents. The result is the creation of professional looking, personalized documents with the benefit of immediate customer communication.
- **OnDemand Option:** With integration to your organization's Web portals, the CCM OnDemand Option gives your customers the power to interactively create, view and optionally distribute documents without requiring help from one of your employees.

Step 3: Distribution

Napersoft CCM distributes final documents based on each customer's individual preference—print, e-mail, fax, the Web, straight-through processing with eSignature, archival and/or other formats.



Napersoft CCM distributes the documents to your customer through print, e-mail, fax, the Web, and/or other formats.

Contact us today for more information:

1-800-380-1000 USA
1-630-420-1515 International

Napersoft is a registered trademark of Napersoft, Inc. All other trademarks are trademarks or registered trademarks of their respective companies.

References in this publication to Napersoft products or services do not imply that Napersoft intends to make them available in all countries in which Napersoft operates.