Customer Communications Management (CCM)
## SOLUTIONS

- ☑ CUSTOMER EXPERIENCE CONSULTING
- ☑ LEGACY CCM APPLICATION MIGRATION
- ☑ WORKFLOW AUTOMATION & SYSTEM INTEGRATION
- ☑ QUALITY ASSURANCE & TESTING
- ☑ MANAGED SERVICES & 24/7 SUPPORT

Broad Industry Experience

From smaller scale document applications to entire omnichannel frameworks, BelWo designs, builds and supports the implementation of all types of industry-related customer communications. We offer an industry-specific focus that keeps your communication processes streamlined, consistent and in compliance, ready to deliver to customers through their channel of choice.

BelWo supports all types of complex document composition projects across multiple communications platforms (print, digital, mobile, SMS) for the verticals:

Print Service Providers

Insurance

Banking and Credit Unions

Healthcare
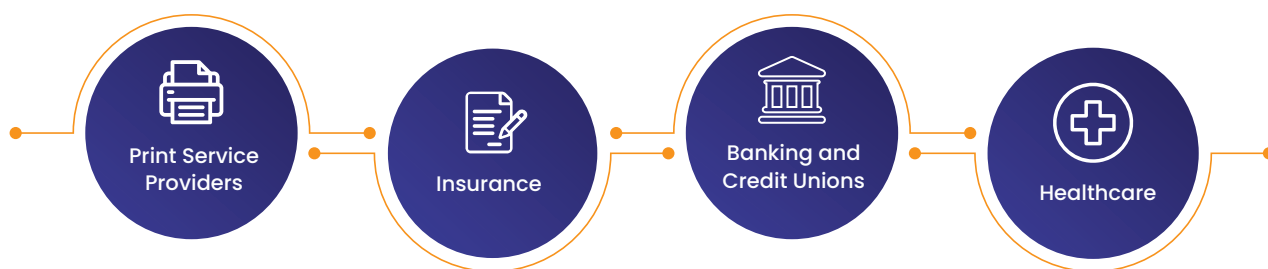
BelWo's Engagement Models

Our support for organizations is designed around efficiency and flexibility. We provide a consultative approach, looking at all aspects of omnichannel workflows including communication design, approval and deployment. We offer engagement in the following ways:

Project Model

Projects come in all sizes. We will review and outline your business goals and requirements to determine an accurate statement of work delivery schedule based on a fixed price or time and material basis.

Managed Services

Reaping the benefits of your CCM system requires knowledgeable and experienced personnel to operate them effectively. Our managed services model offers an expert team who understands how to optimize a modern CCM system and take complete ownership of final document generation.

Staff Augmentation

Our CCM teams can add support to your in-house teams based on your initiatives. Having the ability to ramp up or down as needed helps fully leverage the CCM investment you already have in-house and meet changing demands without shouldering the cost and liabilities of additional full time employees.

Enterprise Solutions

BelWo has a highly trained team of Quadient, OpenText, Solimar and .Net developers to support CCM teams as well as develop new applications for clients that need a wider range of functionality. Turn to us for help with:

Quadient

OpenText

Solimar

Microsoft.NET

Customer Experience Consulting

Legacy CCM Application Migration

Workflow Automation & System Integration

Quality Assurance & Testing

Managed Services & 24/7 Support

belwo

Measurable Success

Every CCM solution we deliver is designed to meet a company's strategic goal and significantly improve customer communications processes. With expertise in migrations, upgradation and complex integrations, Belwo has the tools and the experience to support complex document applications, modernize a legacy solution, perform a complete technology shift to a new platform or develop a full-scale omnichannel digital experience.

Our monthly and quarterly account management meetings will review:

01 On time delivery

02 Quality

03 Policies and procedures

04 Overall client satisfaction

05 Action items

06 Escalation process establishment

" We have been serving customers in North America, Europe, Australia and Asia for over 20 years. When you work with BelWo you will enjoy a partnership mindset led by quality-assured and risk-managed full-service teams. We will engage with you to ensure your technology investments are optimized and the management of your customer communications leads to greater efficiency and a positive ROI."

Delivery Partners

Our Presence

📍 Dallas, Texas | 📍 Toronto, Canada | 📍 Chandigarh, India