



EFFICIENCY FOR YOUR CUSTOMER COMMUNICATIONS

FIS Touch-CX: Print and Mail

FIS® clients nationwide have discovered the cost-effective benefits of outsourcing their essential but non-core business operations to FIS. Touch-CX™ is a centralized, enterprise-based software as a service (SaaS) and platform as a service (PaaS) offering that brings all the touchpoints between you and your customers together. With Touch-CX, we can fuel your communications with AI/ML-driven data analytics and insights that provide extremely personalized, relevant and contextual communications. Our complete suite of integrated solutions meets clients' needs for document printing and mailing services.

High-Speed Document Printing

Statements, invoices and other documents can be customized to meet a client's specific needs. Our data processing specialists are experts in the creation, management and delivery of documents that help clients operate their business.

No matter the industry, we can provide cost effective solutions for handling all a client's business-critical documents, including:

- Financial – deposit, loan, credit card (Visa® and MasterCard®), account analysis, private banking and wealth management, trust, brokerage, and year-end tax statements, plus loan coupon books and new account enrollment kits
- Letters and notices – collection letters, customized form letters, daily deposit and loan notices (overdraft, CD renewal, etc.), and privacy notices
- Insurance, utilities, healthcare, retail, industrial – invoices, statements, collection notices and fulfillment



Automated Mail Services

Improve cash flow and boost customer satisfaction by speeding documents through the postal system with our totally automated mailing services. We will identify, fold and insert multiple-page documents, with every page monitored to ensure that each sheet is in proper sequence and inserted in the envelope.

We support diverse bar code verifications, and our intelligent insertion technology can handle up to six inserts. With the help of CASS, PAVE, NCOALink®, FASTforward®, DPV and LACS postal-certified software, all customer documents are mailed at the lowest qualified first-class rates.

Our automated mailing services include:

- Intelligent inserting equipment accommodates #10, 6" x 9 1/2" and catalog-size envelope insertion
- Selective inserting
- FASTforward and NCOALink change-of-address mail forwarding service
- Supports 2 of 5, 3 of 9 and data matrix/2-D barcode verifications
- Secure SSAE 16 SOC2/PCI 3.0 compliant facilities
- Automated pull requests
- Preview documents before release to production