

# HPI Communication Services

## Production & Distribution of Outbound Communications

Xerox introduces a new service offering that can save millions in the production and distribution costs of client communication documents.

Each year companies spend billions of dollars to produce and distribute their customer's documents. Many times outdated technology and inefficient processes are used to achieve marginal results in getting communication documents out to clients.

The healthcare and insurance industries currently rely on:

- Communication processes that are not streamlined with all stakeholders
- Inefficient processes that are paper-based, resulting in high postage costs
- Multiple and costly processing centers needed to fulfill production

These industries need a service offering that uses leading-edge technology to deliver quality documents to members to enhance their experience, all while simultaneously costing less so they can better focus their resources on core business initiatives.

Xerox has teamed up with RedCard Systems to bring a new service offering called HPI Communication Services. Using our role as an "ecosystem-wide" service provider to these industries, Xerox is uniquely positioned to help with the production and distribution of outbound communications.

### Optimizing Your Member Communication Services

HPI Communication Services is a solution for your local print and production outbound communication needs. It consolidates your outbound EOBs, EOPs, checks, letters, and other correspondence pieces. Xerox accomplishes this through our new, state-of-the-art document control system and facility that allows for aggregation of outgoing mail and results in significant cost savings through postage reduction.

Using this new service reduces your paper trail through Xerox's ability to transfer documents from paper to electronic form and further your cost savings. These documents are then securely stored and made available electronically to members, partners, and customer service representatives (CSRs) with the appropriate access rights. When members call, your CSRs will have all the documents available to them to help assist with questions and further streamline operations.

### About Xerox

Xerox is the world's leading enterprise for business process and document management. Xerox technology, expertise and services enable workplaces – from small businesses to global enterprises – to simplify the way work gets done so they operate more effectively.

### HPI Communication Services

- Assist with document redesigning
- Personalize communications capabilities
- Shift to a "green" platform that uses secure e-documents to replace paper
- Handle print-on-demand requests

### Benefits

- Enhanced customer experience
- Increase savings through production/postage cost reductions
- Improved quality of outbound communication
- Streamline vendor management needs
- Replace print based model with "green" model
- Reduce risk

### About RedCard Systems

- 15 years of experience in large volume document management solutions
- Leading edge technology solutions for document processing
- Leading provider of ID card solutions