



SOLUTIONS FOR FINANCE AND ADMINISTRATION

Improve Financial Performance, Comply with
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In many organizations today, customer billing and communications, check disbursement and payroll are labor intensive, costly, multi-step procedures. Old-fashioned processes leave companies vulnerable to fraud, cost-inefficiencies and errors. Antiquated billing slows down the revenue collection lifecycle, meaning greater days sales outstanding and a missed opportunity to leverage improved cash flow.

As the world's financial systems begin to slowly recover, risk management must be a core competency for any business to survive, and means much more today than compliance, internal controls and audits. Now, risk management is any organized activity designed to reduce the uncertainty of a company achieving its operational objectives.

As technology innovations continue to progress, you're forced to transform the way you communicate and transact with your customers. Today's most advanced companies trust Taylor Communications to provide the necessary solutions for improving the execution of customer communications initiatives and financial performance, while driving return on investment.

By combining our industry-leading technology, professional services and supply chain expertise, we help protect and manage your customer data; comply with regulatory statutes, reduce the potential of risk and fraud, improve the efficiency of your business communications, and ensure that your customer communications are consistent and current.

Integrated Statement and Billing Solutions

Is your billing process as comprehensive as it could be – or should be? Are you interacting in a relevant and timely way with your customers? Are your processes secure? Do you have a clear view of and control over your cash flow? Confidently answering “yes!” to all of these questions is a requirement in today's quickly changing and competitive business environment. Yet, Taylor Communications understands that the decision to outsource your critical customer communications can be a difficult one, and finding a solution that fits your company's unique needs is an even greater challenge.

Whether you're looking for print, electronic delivery or online presentment and payment, Taylor Communications offers the most comprehensive statement and billing solution for creating, compiling, distributing and accepting payments for statements, bills, invoices, checks and related letters. It's a one-stop statement and billing solution. Our consultants – experts in statement and billing presentment, with a clear understanding of the issues you face – will work with you to help you identify the most beneficial solution for your business.

How You'll Benefit

- Reduce days sales outstanding
- Enable online payment of invoices
- Streamline operations, simplify collection operations
- Ensure accuracy and quality in billing presentment
- Lower overall print/mail operations costs – especially with the rising cost of postage
- Ensure the security of hosting and storing billing information

Customer Communications Solutions

In today's competitive environment, where personal treatment is essential to building long-term customer relationships, Taylor Communications is a valuable resource. Leveraging our data processing, digital printing capabilities and innovative technology, we provide practical solutions that will increase the effectiveness of your customer communications while complying with regulations and reducing total operating costs.

Taylor Communications can print, manage and deliver all of your critical customer communications with the highest degree of accuracy, quality and service nationwide. Our national network of best-in-class print and mail fulfillment centers provides the security, automation and processes required to deliver vital communications to your customers, with the highest level of efficiency and service.



Through our innovative technology solutions, using advanced variable document composition and business rules engines, we add value to your most complex printed or electronic customer communications. Robust personalization options provide a high degree of variability while ensuring strict brand compliance and consistency.

How You'll Benefit

- Improve the customer communications process
- Secure customer account data
- Integrate online media in customer communications
- Improve customer feedback and confirmation rates
- Lower the cost of print/mail facilities
- Free up internal resources
- Comply with constantly changing regulatory requirements

A culmination of our years of leadership in document security enables us to employ layered security protocols that you can expect from a trusted partner handling and storing all confidential information – both physical and digital. This integrated collection of facility, hardware, software and human ingenuity ensures your information is available and fundamentally secure every hour of the day.

Fraud Prevention Solutions

Each year, U.S. companies lose more than \$900 billion to fraud, with counterfeiting and document fraud making up more than two-thirds of that, according to the Association of Certified Fraud Examiners. Fraud continues to grow as advancements in technology make the crime easier to commit. Commercial checks, birth certificates, identification cards, licenses, motor vehicle titles, prescriptions, college transcripts, event tickets – any document of value is at risk.

As an industry leader in fraud prevention, Taylor Communications combines our thorough understanding of business documents and practices, a myriad of security-related patents, a broad technology and engineering capability and our integrated

suite of print and digital security mechanisms to help companies prevent fraud in all its forms – counterfeiting, document tampering, identity theft and embezzlement.

Our security solutions take it one step further with secure internal solution delivery, incorporating audits and controls to prevent theft and unauthorized use of secure items. Item records and automatic identification systems will help you keep a lock and key on valuable resources.

As your strategic partner, Taylor Communications will work to understand your current operations and future needs, collect data to build a solid workflow and identify programs that can benefit from our integrated solutions, empowering you with tools to improve financial performance, comply with regulatory requirements and reduce your risk of fraud, all while improving your financial performance.

[Contact Taylor Communications today to get started.](#)

SCALABLE
CONFIGURABLE
SECURE

TECHNOLOGY SERVICES

STRATEGIC ASSESSMENTS
SOLUTION ARCHITECTURE
PROJECT MANAGEMENT

LOGISTICS
DIGITAL PRODUCTION
PARTNER NETWORK

SUPPLY CHAIN

TAYLOR
COMMUNICATIONS

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Cases in Point

Few would argue that healthcare marketers face enormous challenges. Economic, competitive, and regulatory changes have increased demands on you and your staff, requiring you to play a broader, more strategic role. You have more audiences to address inside and outside your organization's eco-system, emerging media to add to your marketing mix and an expectation to do more with less.

Integrated Statement and Billing Solutions Reduce Print Costs by Nearly 35% for EarthLink

With an ever-changing customer base, Atlanta-based telecommunications service provider EarthLink was in need of a secure and cost-effective approach to the daily distribution of invoices, past-due notices and termination letters. The collaborative effort between EarthLink and Taylor Communications led to an invoicing printing process tailored to the client's needs, complete with value-added capabilities such as invoice design, selective inserting and electronic invoice presentment. Producing approximately 26,000 EarthLink customer invoices daily is no small job, but one that Taylor Communications now handles with ease. By streamlining the daily generation and delivery of invoices, we've helped EarthLink reduce printing costs by nearly 35%. Furthermore, with the selective inserting capabilities EarthLink can now drive customer awareness of current offers that fit their need.

Customer Communications Solution Advances Company's Brand and Systemizes Policy Renewal Process for Increased Customer Retention

A leading life insurance and financial services firm began to take a closer look at their policy and contract renewal process when they recognized that customer retention rates were not up to industry standards. The company knew that for every 1% in improved customer retention, profitability would drastically improve. Previously, there was no consistency in the policy and contract renewal process among

agents. When renewal presentations were made across various regions of the United States, different formats were used with no branding or marketing uniformity. As a result, the company turned to Taylor Communications to bring control and consistency to the renewal process. Now, each renewal pitch follows a similar format — 11" x 17" saddle-stitch book with cover and pocket folder — that can be customized via a Web-based interface, ensuring accuracy and brand consistency while enabling agents to respond quickly and efficiently upon policy anniversaries. The user can import custom logos, personalize benefit summary sheets and a host of other materials through a simple six-step process.

Leading Insurance Firm Reduces Fraud Loss by Estimated \$4 Million

Issuing 18 million claim checks per year, a leading U.S. insurance company sought to further reduce its risks by changing to a check stock that integrates multiple security features. By working with Taylor Communications to identify how criminals actively commit fraud, the appropriate balance of security and cost was chosen to address future fraudulent attacks. Plus, the design changes allowed additional process efficiency and enhanced format, allowing more information to be communicated to customers. This change is projected to reduce the company's fraud losses by \$4 million annually.