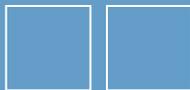


# Presenting accessible and accurate information to customers is key to profitable growth.

At OBRIEN, we partner with our clients to maximize every customer touch point.



*"We depend on OBRIEN every day... to act more quickly, move our business-critical documents faster... and to keep us a step ahead of compliance and regulatory issues."*

Bill Holada, Director of Financial Services  
PepsiAmericas



Every document is an opportunity for you to create dynamic customer communications that fuel business growth. The better designed your documents, the more likely it is your organization will connect the right people with the right information at the right time, accelerating performance and maximizing the value of your investment.

OBRIEN has 40 years of experience successfully aligning business and technology. Our focus is on helping you create, deliver, and manage successful business communications, in print, online, on mobile devices and other digital channels. Our systems and services deliver customized statements, invoices, correspondence, and other critical customer communications via the delivery methods your customers demand.

### Enabling the Nimble Enterprise

OBRIEN supports flexible processes and technologies to accommodate the changes and challenges you face every day. We can help you quickly comply with changes in customer behavior, regulatory

changes, respond to competitive threats, and meet any opportunities and challenges you encounter. A trusted and proven partner, OBRIEN helps support and enhance core processes that drive your business.

### Compete More Effectively with a Complete Solution

Your business is under continual pressure to grow revenues, increase margins, maximize investment in core systems, manage compliance issues, and control costs. Our integrated solutions are designed to help you adapt quickly and grow more profitably.

In an economy where constant change is the new normal, we'll help you transform change into a positive force. We'll help you access relevant, current data, when and where it's needed... and show you how to share it within your organization and with your customers, to provide outstanding customer service, manage operations more effectively, and deliver fast responses to market changes and industry requirements.

### OBRIEN Products and Services

#### Electronic Bill Presentment & Payment

— **EBPP** Go paperless; allow your customers to receive invoices and statements electronically, while making it easy for them to self-serve and manage ACH and credit card payments.

**Collaboration & Communication** To effectively communicate with customers, employees need tools to work across knowledge sets and departmental boundaries to assemble communications regardless of the intended delivery channel. OBRIEN has the expertise and technology to improve the way you do business.

**Print and Mail** Postal regulations, retaining control over your documents, improving the customer experience... managing all of this is a full time job. Utilize OBRIEN services as a scalable resource so you can focus on your core business while maintaining control over the execution of printed and mailed communications. OBRIEN gives you the flexibility to reshape your resources larger or smaller no matter how client preferences for paperless communications change... without fixed capital expense.

**Consulting Services** Transforming communications is what we do. A clear project path with timelines, milestones, deliverables and ROI calculation can put you on the road to a successful transformation.

# Real-time, end-to-end digital document composition, distribution, and delivery.

## Manage Workflows and Collaborate More Efficiently.

Reach out to your customers in print, online, and on mobile devices. Our web-based platform makes it easy for you to implement a full range of business communication solutions.

### Empower Your Team

Role-based system access keeps your whole team productive and on-task. Real-time reporting gives management insight into all system processes and events. This means you'll know the exact status of your documents from development *through* delivery.

#### Information Technology (IT)

We reduce the burden your IT staff currently has in making certain your forms and documents work smoothly and efficiently with your systems. Legacy system data is made seamlessly available to your knowledge workers.

#### Management

Management can easily review content, data and design and have insight into critical processes.

#### Marketing

Marketers can have unimpeded access to content and data. This allows them to quickly and easily build timely, relevant, accurate communications. Our system allows them to deliver messages via print, mobile, web, email, SMS or social media saving time and money by reducing their dependence on IT resources

#### Compliance

Our approach allows your legal and compliance experts to ensure your documents are compliant with regulatory and corporate standards regardless of how they're delivered. This mitigates risk and increases the value of your documents.



## Streamline communications inside your organization and with your customers.

It's been shown that high quality, dynamic, personalized documents increase customer satisfaction. Enhanced internal collaboration maximizes the effectiveness of your organization and improves your bottom line.

Today, customers prefer to have several payment options. At OBRIEN, we make it more convenient for your customers to pay their bills... and for you to collect payments more effectively.

#### Payments

Collect, analyze, organize, report and share customer information throughout your organization.

#### Data

Well-designed forms and documents are the lifeblood of every business. OBRIEN connects the dots between document design and delivery. We also close the loop between delivering information to customers and collecting additional information from them via mobile data capture.

#### Forms & Docs

Create and deliver quality digital communications via the channels your customers demand., Seamlessly collect information from customers via web portals and mobile devices (including eSignatures), and route customer information directly to data bases and core processing systems. This saves significant time and dramatically reduces costs.

#### Customers

## Delivery is Easy ...select exactly how you want to communicate with your customers.



#### Email

Email is an easy and cost-effective way to stay in touch.



#### Print & Mail

Paper remains an effective, reliable way to communicate. Some demographics prefer print to any other channel.



#### Portal

Your customers will appreciate 365/24/7 access with the click of a mouse.



#### Mobile & Social

Communicate with your customers the way that they demand. Make it clear, concise and immediate.