



business communication services

Shamrock sets the industry standard for efficient and effective business communications services. We've built our state-of-the-art technology from the ground up—and continue to adapt our processes and services—to provide our clients with leading-quality data programming services that include print, mail, Internet and archiving solutions.

Our data experts—who average 14+ years of industry experience—process, image and deliver mission-critical information to your customers. We specialize in applications that deal with revenue collection, costs, compliance or regulatory concern, and those that affect customer satisfaction, retention, upsell, or cross-selling opportunities. Shamrock delivers these mission critical materials when and where you need it, helping companies like yours, improve business communications and realize tangible results—while strengthening brand identity.

By providing clients with a simple solution for managing the entire billing cycle, Shamrock leverages the billing process to improve revenue and lower costs, and increase efficiency and customer satisfaction. This value-added service alleviates for our clients the costs of printing, folding, inserting and mailing business communications such as bills, invoices, statements, and notices.

Shamrock's integrated process encompasses all elements of data project management: We have the capability to design the piece, print it on demand, provide custom ordering/ imprinting options online, process the order, and coordinate final distribution. Our multichannel distribution capabilities allow us to input data one time, and then output it via print, electronically, or both.

From statement processing to database and document management, we offer the systems that can help you streamline your operations and reduce costs, while generating greater response rates. Our complete data management services include:

☉ **Print and mail**

We offer cost-effective options for processing and distributing billing statements, including templates in multiple formats to give statements a customized look, consolidated statements, special messaging, OCR scanning, selective inserting and FastForward NCOA.



➤ **Electronic presentment and payment**

This turnkey electronic program lets you manage bills electronically while allowing customers to view and pay bills online.

➤ **Electronic archive document service**

We save documents in an electronic repository which can then be delivered to your customers using the electronic invoice delivery service. Storing documents in a small footprint allows us to provide fast, comprehensive indexing and quick search results.

➤ **Electronic invoice delivery service**

Our secure electronic delivery system manages your billing workflow from statement origination to payment and collection.

➤ **Electronic lockbox service**

Remittances can be funneled into a single pipe from multiple sources—from online credit card and e-check payments, to pre-authorized debits; the smart system can also be configured to serve as a backroom system, accepting payments directly from customer service agents.

To learn more about our business communications capabilities and our complete line of services, visit www.shamrockcompanies.net, or contact your sales representative.