



APPLICATION SOLUTIONS

Whether you need to produce, warehouse and distribute enrollment kits, or print policyholder statements, we have the resources to get the job done quickly, securely and cost-effectively.

Policyholder Correspondence

- Enrollment Kits
- Policyholder Statements/Invoices
- Lapsed Policy Notices

Direct Marketing Communications

- Client and Agent Acquisitions
- Policyholder Communications
- New Product Announcements

General Communications

- Annual Reporting
- Sales Agent Collateral
- Insurance Educational Materials
- Evidence of Coverage Notices
- Product Brochures
- Insurance ID Cards - Laminate Applications

Business Critical Communications Solutions

DMM is a partner you can count on to provide the technology, protocols, and secure environment to deliver 100% compliance.

Customized quality communications that clearly explain the benefits to your clients is key to building long term relationships and customer lifetime value. DMM can deliver the right piece at the right time, and has earned the confidence of leading insurance providers in these sectors:

- Property & Casualty**
- Life Insurance**
- Annuities**

- General Liability**
- Disability**
- Commercial Lines**

CASE STUDY

Insurance Enrollment Kits

The Challenge

DMM has had a twenty-year relationship with a Fortune 500 Insurance Company that specializes in disability and life insurance. The customer was looking for a solution for creating personalized enrollment booklets that would reduce costs, maintain compliance and improve the customer experience.

The Solution

The DMM programming team created a secure web-based solution that allowed authorized users to build kits using state and client specific forms. All state forms and marketing materials uploaded can be accessed at any point in time, allowing for 100% compliance to state and federal regulations before sending to print. The solution is flexible and allows for uploading updated documents as required. The insurance company coordinator chooses the product to enroll, the state variation, and the client company enrolling. The file is then sent to DMM's SFTP site, an automatic email notification is generated and the print file is moved to production for shipping.

Results

Overall DMM was able to reduce costs, increase efficiencies and deliver an improved customer experience. Overall benefits include:

- Reduced production time and cost; turn time to produce and ship cut in half
- 100% compliant with State and Federal Insurance regulations
- Created an automated printing workflow and eliminated manual processing
- Delivered client enrollment information in a more timely manner
- Shipping costs decreased due to quicker turn by DMM
- Increased customer satisfaction by simplifying the package
- Booklet contained pre-populated response documents for ease of use

OUR SERVICES

Dedicated Service Fueled By Leading Edge Technology



Our flexible, leading edge technology platform supports complex delivery models with integrated print/mail and electronic delivery options.

DMM has been serving the insurance industry for thirty-five years and has an expansive team of subject matter experts to deliver transactional print and marketing communications. Our dedicated document solution division provides the highest level of privacy and confidentiality.

Mission Critical Insertion Services

Mission critical document output including same day SLAs with state-of-the-art intelligent, selective, high-speed inserters. Equipped with Ironsides and MRDF technology, we can provide 100% integrity and compliance.

Postal Optimization, Presort, and Commingling

Leverage the experts and capitalize on our USPS 5 digit rate guarantee.

Composition and Design

DMM uses award-winning Quadient Inspire software for programming and composition.

Customized Client Web Portals - dmm360°

Real-time access to PDF proofing, inventory and other production elements with custom client user portals.

Full-Color Digital Print Capabilities

Canon and Xerox Printing Systems utilizing state-of-the-art cut-sheet and continuous form printers.

Inventory Management & Warehousing

Dedicated climate controlled space with real-time access to product levels 24/7 through our dmm360°.

ENotification

Automated alerts for file receipts, processing completion, proofs, approvals, and inventory reorder points.

Mailing Services

Complete mailing and bindery services for all types of mailings and booklets.

Data Processing and List Hygiene

CASS Certified with BCC Mail Manager software.

E-delivery

All statements and documents can be presented electronically.

Project Management & Client Services

Dedicated subject matter experts at your service.

Disaster Recovery & Business Continuity Support

DMM has full disaster recovery and business continuity services with corporate offices in Scarborough, ME and a redundant production site in North Wales, PA.

Client Centric Service Model

- Dedicated experienced account teams (LOS - 15 years) handling printing and mailing of confidential documents
- dmm360° proprietary customer user portals for real-time access to job visibility
- Mutually defined SLAs and tracking to manage end-to-end execution and quality assurance

Over 37 Years of Experience

- 37 years specializing in developing innovative print, mail, fulfillment and postal optimization best practices
- DMM is a G7 Master Qualified Printer and has a quality management system based on ISO best practices
- DMM's data processing procedures are USPS CASS Certified with postal presorting and IMb tracking

Technology Leaders

- GMC Document Composition, Xerox Cut sheet and Canon Océ continuous form Printing Systems, Pitney Bowes selective and intelligent inserters with MRDF integrity processing - 100% accuracy
- Mail integrity verification and document tracking with Ironsides and MRDF processing - 100% compliance
- Quality Management: based on ISO best practices

Infrastructure - Safe, Secure, Consistent

- State of the art secured facilities: SOC 2, HIPAA, ISO27001 compliant with scalable operation and resources; flex staffing to meet SLAs
- Data security procedures include restricted key card access and 24-hour video surveillance
- Secured File Transfer Protocol, visitor sign-in policy and employee background checks to safeguard client data and protect privacy

DR & BC Redundancy - Two Facilities

- DMM Production Facilities include gas piped and propane multiple generator power backups in the event of power outages or system failures
- Fire Protection Systems monitored by third party provider, Simplex Grinnell
- Networking, Data Center and Physical Print Production backup: DMM North Wales
- Point-to-point fiber connection between physical locations and load balancing between facilities

INS0621