



APPLICATION SOLUTIONS

Whether you need to produce and mail monthly invoices, communicate rate increases, or mail delinquent notices, we have the resources to get the job done quickly, securely and cost-effectively.

Direct Mail Communications

- Statements & Invoices
- Delinquent Notices
- Disconnections
- Dunning Letters
- Rate Increase Notices
- Restriction Letters
- Regulatory Communications

Mailing Materials/Office Supplies

- Envelopes
- Letterheads
- Business Cards
- Shut off tags
- Labels
- Inserts

Business Critical Communications Solutions

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

Whether a market is rural or urban, telecom and utility companies are in highly competitive environments with narrow profit margins. Compelling targeted customer communications based on customer data help control customer churn and aid retention and acquisition. DMM's flexible, scalable solutions support regulatory compliance and security requirements. Whether it is a bill, newsletter or any type of notice we can help you transform your customer experience.

CASE STUDY

Utility Statements & Invoices

The Challenge

DMM was engaged by a water utility company with several contracts to find a way to automate the processing of their invoices without converting their internal platform. The customer was looking for an end to end provider that would procure and warehouse inventory, reduce costs, improve in home delivery times, provide optimal postage savings (they were paying full rate), and provide an online web portal for proofing and real-time job tracking.

The Solution

The DMM programming team created a single processing application triggered by file receipt and naming convention that not only processes their files (and their contract account files) for postal presort but can also programmatically add in-line inserts, posts proofs along with NCOA reports to the web portal for approvals, and automatically generate billing reports by cost center and cycle. The DMM360 portal allows authorized users to approve or reject proofs prior to print production, access a library of all their marketing and pre-printed materials such as envelopes, inserts, business cards, and shut off tags, review inventory levels, set reorder alerts based on contract renewals, and view real time job tracking and SLA status.

Results

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

Benefits include:

- 100% SLA compliant
- Reduced postage expenses by 18%
- Created an automated printing workflow and eliminated most offline inserts reducing print expenses/excess (only print what you need)
- Increase home delivery times by 1-2 days
- Improved the customers billing/reporting for their contract accounts
- Gained savings on pre-printed materials by purchasing larger volumes and having DMM warehouse materials



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 utility industry for over thirty-seven 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

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