



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

Same Day SLAs. Integrity.
Compliance. Audit Reporting.

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

We can deliver 100% accuracy for all your critical compliance communications. DMM has a proven track record providing top quality services, on-time! We have earned the confidence of leading insurance providers by customizing solutions that provide cost savings, reduce compliance infractions, and improve document delivery times. We have developed solutions in the following sectors:

- **Property & Casualty**
- **Life Insurance**
- **Annuities**
- **Health Care**
- **Specialty**
- **Disability**
- **General Liability**
- **Commercial Lines**

CASE STUDY

Insurance Policy Production

The Challenge

DMM has a ten year relationship servicing a Fortune 100 Insurance Company that specializes in property and casualty insurance. The customer approached DMM to create a solution to help them meet their SLA and compliance requirements for the printing and mailing of their insurance policies.

Description of the work

Applications included policy output for both personal and commercial lines; new business and renewals, cancellations, auto ID cards, bills, notices, and agent packages. Operationally jobs vary based on SLA, page count, outer envelope(s), dual stream match feeds, selective inserts, in-line stitching, and oversized inserting capabilities for large agent packages with subsets mailing as Priority Mail Packages. This work was on-boarded over an eighteen month time frame and consists of processing 200 - 250 files per day.

The Solution

DMM's solution group created a data to delivery work-flow that included adding package based integrity verification with Ironsides Technology for all Print and Mail applications. DMM further developed a Gunther insertion solution to improve complex document processing. The full solution included:

- Automated work-flow processing
- Expanded Gunther insertion technology for #10, 6x9, 9x12 and oversize package insertion
- DMM360 Portal for SLA Management, electronic file presentment, and real-time job visibility
- Implemented Ironsides Integrity APT Verification for 100% Compliance Output and Auditing
- Automation of billing and transactional reporting by cost center
- Customized pull processing platform for agent requests
- Created a Priority Mail Package Solution for postal savings
- Deployed highspeed inkjet webpress for print processing

Results

Provided Cost Savings

Reduced Postage spend by 13%

Minimized Compliance Risk

Improved Document Delivery

Achieved 100% average SLA
Performance Standards

Enhanced customer-agent satisfaction
with an improved experience

Expanded same day print capacity

Overall

DMM is currently utilizing the Bell and Howell Gunther Technology to better manage complex packages for insurance industry clients across multiple applications. We now offer customized insurance agent packaging that can be processed through these mailing systems with piece level input and output verification and tracking.

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 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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