



Customer Communications Management



Deliver engaging, cost-effective correspondence

Impersonal, mass-produced form letters and bulk-delivered transactional documents no longer meet customer expectations. Today, competitive enterprises must deliver relevant, engaging correspondence – keeping one eye on costs and the other on revenue opportunities.

Deliver statements, invoices, acknowledgments – even fillable HTML forms – to your customers wherever they are with customer communications management solutions offered by Eclipse Corp.

Ensure Compliance

Minimize risk through consistent correspondence processes that support compliance, security and regulatory requirements.

Reduce Costs and Environmental Impact

Improve efficiency through self-service options. Eliminate costly, wasteful, paper-based processes, while reducing dependence on IT.

Generate Revenue

Include interactive offers in statements so customers can learn about new programs and sign up for additional services.



Customer Communications Management

Solutions by industry:

- Distribution
- Financial Services
- Healthcare
- Insurance
- Logistics
- Manufacturing
- Telecommunications

Use your existing customer communications to deliver offers, coupons and sales opportunities

Customer communications can be included in your transactional documents without any changes to your business software. Documents you already produce like acknowledgments, pack slips, invoices, and statements can include dynamic personalized messaging, branding and ads. Your company can keep costs down while creating, assembling, and delivering high-impact, more secure, interactive correspondence that supports profitable, sustainable relationships, and improves customer relationships.

Simple Authoring

Enable business users to easily prepare standard templates and compelling correspondence from pre-approved or custom-authored content.



Adding Interactivity

Improve digital adoption with tailored, interactive information.



Security and Compliance

Allow only authorized recipients to view secure content.

Automated Processes

Build streamlined correspondence processes.

