



FIS Output Solutions

A Quick Reference Guide

What is FIS Output Solutions?

FIS™ Output Solutions (FOS) provides output services and software products that design, process, print, mail and electronically distribute customer communications such as statements, bills, tax forms, notices, letters, welcome kits and booklets.

Print & Mail Outsourcing

A nationwide network of print and mail operations centers producing and mailing over 30 million customer communications per month, in both full color and monochrome printing formats.

CSF Customer Communications

FOS' Customer Communications suite of products allows companies to deliver personalized, multi-channel communications. CSF is sold as an on-premises licensed application or offered as a Hosted Managed Service, enabling clients to make Customer Communication's an integral part of any digital strategy.

Panorama

Panorama is a web-based .NET application built from the ground up by developers at FIS Output Solutions to track, control, and report on the 30 million plus customer communications (banking statements, notices, checks, letters, booklets, invoices, tax forms) that are composed, printed, and mailed from our print operations centers each month. Panorama is used by both FOS employees and the employees of FOS clients.

Smartsourcing

Our Key Differentiator

FOS provides document design and production services by smartsourcing, a strategic mix of both in-house and outsourced delivery models. Lowering costs is still the goal, but smartsourcing aims to find a way to do so without sacrificing control and innovation.



Industry
Leading
Software

Reduce
Costs

eDelivery

eDelivery provides archiving and electronic presentment of customer communications (statements, notices, letters, tax documents) and is integrated with multiple online banking, core banking and check image systems.

Target Markets

- Banking, financial services, utilities, telecom, healthcare and insurance
- SLA Performance report

Key Decision Makers

- Executive management teams – CEO, President, Sr. Vice President
- VPs and managers, Operations/Item Processing /Output Services

Value Proposition – Why Do They Buy It?

Reduce postage costs by 5-10 percent: FOS leverages scale and automation to reduce postage costs for our clients. We support diverse bar code verifications and our intelligent insertion technology can handle up to six inserts. With the help of CASS, PAVE, NCOALink®, FASTforward®, DPV and LACS postal-certified software, in-house presort service, electronic scales and metering machines and WayMark™ postage manifesting, all customer documents are mailed at the lowest qualified first-class rates.

Eliminate expensive hardware investments & maintenance costs:

Many companies gain no competitive advantage through large capital investments. In fact, these investments often have higher per-document costs relative to outsourcing alternatives.

Improve quality control: Panorama tracks each individual customer communication as it moves through the production lifecycle and makes such information available to clients via a web-based interface.

Enhanced customer communications design: FOS' design applications create communications that increase cross-selling of products and services; reduce customer complaints and call center costs; and reduce postage costs by combining communications.

Contact Information

Please contact the following persons for more information regarding FOS sales:

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Elevator Questions – How Can I Help With ID Leads?

- Does your company have an in-house print and mail operation or do you outsource? If you outsource, when does your contract renew?
- Are you currently paying full rate, first class postage on your mailings?
- Are your print volumes decreasing? Is this increasing your cost per document including document processing, printing and mailing?
- Is your organization considering the purchase of new printers or mail automation equipment?
- Are you interested in new statement designs, possibly incorporating full color, charts/graphs, targeted messaging and white space management?
- Are you currently warehousing your forms to get deeper discounts? If so, do you want to eliminate paying for warehousing and release fees?
- Do you want to reduce your reject/re-entry and/or capture errors?