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Digital Document Communication

Drive Cost Reduction and Help Improve
Efficiencies with Electronic Documents

the speed of life

Businesses can save time and the costs associated with printing, postage and operational expenses when you deliver electronic documents to your customers or members, internal staff and third parties. Digital Document Communication from Fiserv provides you the complete electronic document archival, retrieval and multichannel delivery solutions to bring efficiency to your communications processes.

Digital Document Communication enables you to deliver electronic documents – statements of account, bills, explanations of benefits (EOB), tax documents, trade confirmations, letters, credit card statements and more – to customers or members, customer/member support, other internal staff or interested/authorized third parties.

Digital Document Communication is a highly secure electronic document delivery and archive solution designed for customer/member and support staff use. The solution seamlessly integrates with any existing portal or online system to store and deliver high-volume documents. It enables distribution of data into multiple channels based on your customers' preferences.

Research released by Keypoint Intelligence, in 2023, reveals that the cost of mailing out a piece is seven times more expensive than an email with a link. So, migration by companies to paperless adoption can have a substantial impact on operational costs.

Beyond cost savings, organizations are finding that electronic document delivery can be a valuable communication channel for cultivating customer or member relationships. By coupling Digital Document Communication with email notification and targeted messaging, you can add value to transactional communications, strengthen customer or member loyalty and increase revenue by generating demand for other products.

Six Powerful Components in One Package

Digital Document Communication includes six components to help you store and archive important documents, conduct robust research, communicate with consumers and integrate with existing portals or intranets.

Components of Digital Document Communication

Delivery Distribution	Expand digital document delivery to mobile, cloud, bill payer and so on
API Integrations	Restful APIs for delivering document search results and PDF documents to client portals and other delivery solutions
Document Alerts by Email	Consumers alerted when new documents are loaded into the archive
Digital Document Archive	Petabytes of storage supported with high-speed web or web services access
Consumer Interface for Electronic Documents	Easily integrated into existing portals or intranet
CSR/Admin Interface for Research and Reports	Rich research capabilities for back office

Digital Document Communication is a highly secure electronic document delivery and archive.

Support for Electronic Reports

Efficient information management and distribution is critical in today's competitive environment. Most large enterprises use different approaches for each type of information they work with. Mainframe reports are summarized and printed. Statements and other print files are stored or electronically archived in a multitude of ways.

With disparate point solutions, time is wasted and opportunities are lost when staff members lack ready access to enterprise documents. They have to switch between various applications because they don't have the ability to see different types of information side by side in a single, easy-to-use console.

With electronic reports, Fiserv provides a powerful, web-based solution that consolidates electronic documents from any print file source and provides uniform, enterprisewide access to information.

Consumer Presentment of Documents

Digital Document Communication integrates easily with your online environment, and it enables you to customize messages with language and graphics so consumers receive more customized, targeted communications.

Digital Document Communication provides:

→ Targeted messaging – Personalized experience with targeted messaging on email and statements

→ E-sign compliance – Consumer-driven preferences using self-service tools, e-sign-compliant self-enrollment and delivery preference management

→ Secure delivery – Deliver documents by email to the consumer's inbox, encrypted with an easy, one-step password

→ Ability to save and print digital documents – Enable consumers to save and print their statement PDFs from their desktops

→ Self-serve options – Consumers can turn off paper, change email address, change password, accept terms and conditions, and more

CSR and Administrative Portal

The administrative portal in Digital Document Communication provides real-time, single sign-on access to your staff as well as third parties to whom you grant access. Through the portal, you can view and manage consumer preferences, as well as quickly locate and download files for consumer issue resolution.

Electronic Document Alerts by Email

In a challenging economy, your customers or members are looking for more ways to keep costs low. Document alerts provide one clear way to reduce operational expenses.

Digital Document Communication features easy, step-by-step enrollment with self-service opt in/out presentation, making enrollment fast and user-friendly, which is critical to results-driven paper suppression initiatives.

With email notification and rules-based marketing messaging, you can target product and service messages to customers or members in more highly personalized and cost-efficient ways than other forms of customer communications.

Digital Archive

Digital Document Communication enables you to generate electronic documents for all customers, even those who have not yet enrolled. This ensures customers will have their entire document history available immediately when they do enroll. And it enables your customer service representatives to reference digital documents to field questions from customers. The solution also provides 18 or more months of online history, which can help you retain customers and build loyalty.

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Digital Document Communication operates in a best-of-breed, high-availability infrastructure. The web hosting environment at Fiserv provides the physical requirements to keep mission-critical servers secure. Other features include redundant servers and routers with application load balancing, extended power backup, state-of-the-art fire suppression systems, 24/7/365 security systems, firewall monitoring, video surveillance, and facility-wide motion and breach alarms.

Our stringent quality control processes and strictly enforced security measures are in place to protect your company's data and reputation. Fiserv provides proven document security for our clients in many industries. Our levels of certification and compliance include:
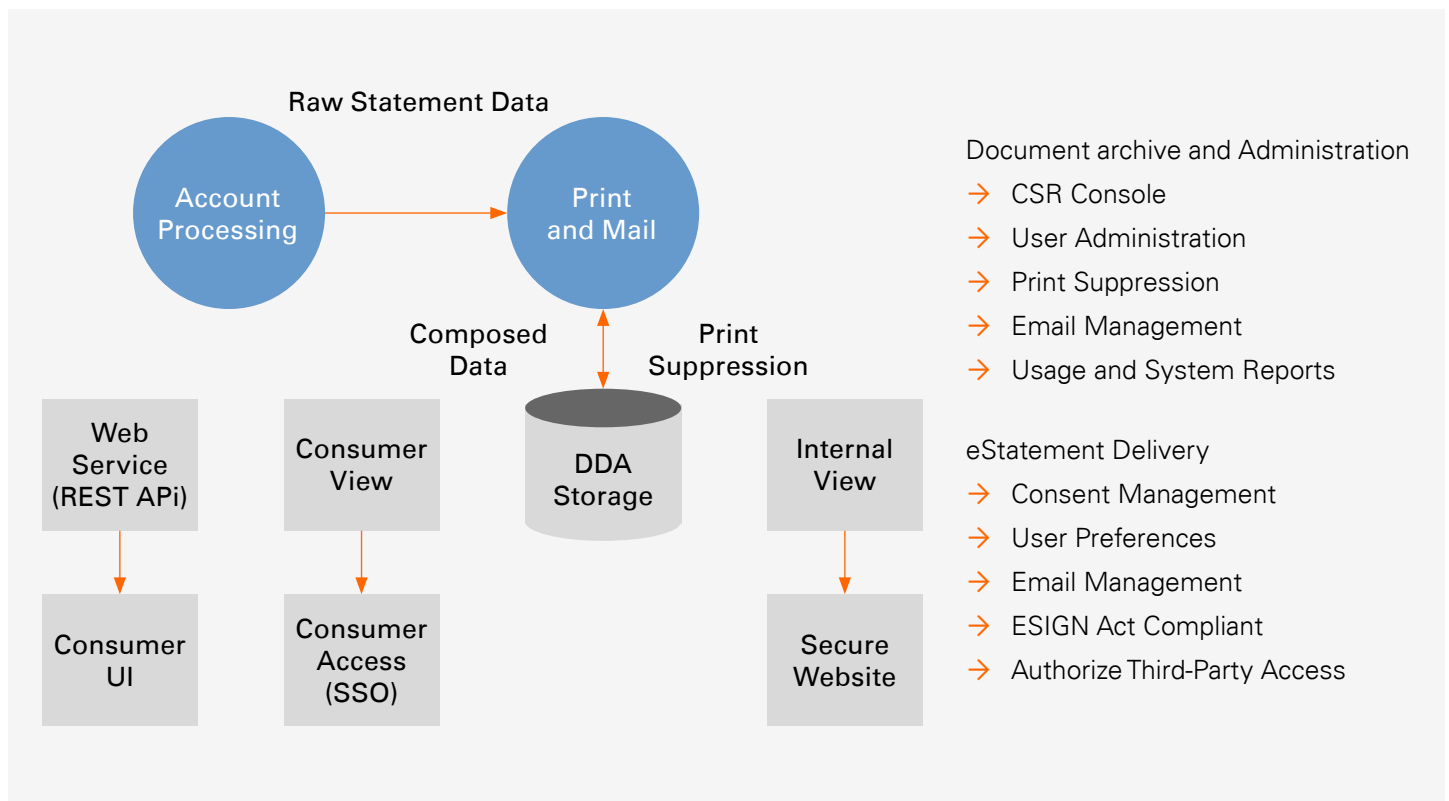
→ SSAE 18 SOC II (SAS 70)

→ PCI 3.2.1 Security Certification

→ CyberTrust Perimeter Certification

Why Choose Digital Document Communication?

1. Rely on a Technology Leader

Fiserv was an early innovator in the electronic presentment industry and built a robust, proprietary digital document solution. Leveraging our expertise in document management, we have processed and electronically archived more than 85 billion documents for many of the largest, most diverse companies in the world.

Digital Document Communication provides complete electronic document archival, retrieval and multichannel delivery solutions for the financial services, healthcare and many other industries with large document needs. Since 1982, our solutions have enabled companies to effectively archive and distribute electronic versions of statements and reports.

Raw Statement Data

Account Processing → Print and Mail

Composed Data

Print Suppression

Web Service (REST APi) → Consumer UI

Consumer View → Consumer Access (SSO)

DDA Storage

Internal View → Secure Website

Document archive and Administration
→ CSR Console
→ User Administration
→ Print Suppression
→ Email Management
→ Usage and System Reports

eStatement Delivery
→ Consent Management
→ User Preferences
→ Email Management
→ ESIGN Act Compliant
→ Authorize Third-Party Access

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2. Market Expertise

Fiserv supports an electronic document search and retrieval client base of more than 6,000 banks and credit unions and more than 1,200 NYSE members, as well as healthcare, biller and insurance organizations. Fiserv provides proven solutions that maximize return on investment and improve operational efficiency.

3. Data Privacy

Security and privacy are a major concern of both consumers and financial institutions. You need a partner you can rely on to keep your customers' or members' information safe. The data security experts at Fiserv have decades of experience helping organizations worldwide maximize security for their electronic documents. We offer a full suite of proven products and services that enable our clients to store, retrieve and distribute business-critical documents – quickly, reliably and securely.

Key Features

→ Easily scales to millions of documents, with both accountholder-facing and customer/member service access tools

→ Supports multiple document types, including print-stream conversion and presentment, PDF and XML, AFP and more

→ Provides enrollment options designed to maximize paperless adoption and easily integrates with print processes for suppression or reprints

→ Includes email notifications, custom formatted with robust bounce and exception handling

→ Integrates with existing web or intranet portals with secure and seamless single sign-on, for full flexibility with web service access

→ Ensures secure storage and processes, including strong data encryption

→ Enables administrator access to statement data with flexible user-rights provisioning, production data management and robust search and retrieval functions

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Connect With Us

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Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today.

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