

TAKE CONTROL OF CUSTOMER CONTACT WITH DOCUMENT CONNECT



Document Connect could save you up to £72,000 a year from print and post costs alone. It gives you complete confidence in your customer contact, and offers better services that reduce time and dependency on traditional mail. It makes corresponding with customers cheaper, faster and more secure. With a secure online portal, you can see at a glance what's been read and when, meaning that the right people receive the right documents in the right amount of time.

It also enables you to track any document from within NEC Document Management, and your customers can respond online too.

BETTER SERVICES WITH BIGGER SAVINGS

Through digital document sharing, Document Connect improves both speed of delivery and speed of response. The system is agile and secure, so you can be confident in everything being sent and received. The system also has built in tracking, receipt issuing and processing, giving you full autonomy over your processes.

All of this comes with big savings. As stated, an average authority can expect to save around £72k a year on print and post costs. When you add in time and efficiency savings too, thanks to self-service, Document Connect offers improved customer satisfaction for a fraction of the cost of physical letters.

DOCUMENT CONNECT HIGHLIGHTS

- Saves staff time
- Reduces print and post costs
- Enables self-service
- Improves security
- Enables full audit trail
- Shares all kinds of information

SECURE, CONTROLLED AND ACCESSIBLE

Unlike email or post, Document Connect makes it clear if a customer has logged in, viewed or downloaded a document. For every letter you send from NEC Document Management, our online portal will improve security and cut print and post costs.

Documents get converted into PDFs automatically as they're shared, meaning they can be read on customers' smartphones. Once it's read, the status of each document is then automatically updated in NEC Document Management. And customer responses - like providing bank statements to support an application - flow to the work tray of the person who created the letter. No manual processing required.

KEEPING THE DATA IN ONE PLACE

Reliable data allows you to deliver better services. Each time a form is submitted, a PDF is generated for both the citizen and the authority. And you can automatically route that PDF straight into NEC Revenues & Benefits or NEC Document Management. At the touch of a button, you have all the data available. CA-FD gives your teams the full picture so they can take the right action fast.



Saves
time



Reduce
costs



Improves
security



Enables full
audit trail

For more information on the services
NEC Software Solutions offers visit our
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