Cincom Eloquence®

Design, deploy, deliver and manage your customer communications with the most intuitive document automation solution in the industry!

Cincom®

SIMPLIFICATION THROUGH INNOVATION®

Are Documents Holding Back Your Business?

Barriers Between Information, Documents and Your Customers

Business is about information, and much of that information enters, leaves and lives in the customer experience lifecycle as printed documents. With multiple handoffs and touch points involved in every interaction, this paper-intensive environment is an unnecessary drag on those transactions.

Producing these documents takes time and money. That's no secret. But customers expect their documents to be personalized, to feel that you know them. Compliance demands that your documents are produced quickly and accurately while business performance demands that your documents are produced cost-effectively. **The problem? Your customer communications rely on legacy processes that delay responsiveness and legacy technologies that are hard to use!**

The reason is that most customer communications management systems depend heavily on IT resources and lack the ease of use necessary to empower business users. It doesn't matter if it's claims correspondence, policy generation or proposal generation—IT has their own priorities and they are not always aligned with business users' needs. It's a conundrum facing businesses everywhere and it's further compounded as the business grows.

The Most Intuitive Document Automation Solution in the Industry!

Cincom Eloquence is a highly intuitive, document automation software application that helps businesses easily design, deploy, deliver and manage high-volume, personalized customer communications. This eliminates manual processes, accelerates production time, lowers operating costs and improves document accuracy.

Design

Deploy

Deliver

Manage

Experience the Difference

Help Run Your Business Today, Grow Your Business Tomorrow

Cincom Eloquence automates your business-critical document processes through a software suite that is easy to use and seamlessly integrates into your legacy environments today. This enables your business to strengthen customer relationships, minimize compliance risks and reduce operating costs as your business grows—delivering a rapid return on investment (ROI).

Easy to Use! Designed *by* Business Users, *for* Business Users

Cincom Eloquence's easy-to-use interface is the only one in the industry to be developed with Human Factors International, global experts in the area of user-centered design. The interface leverages all of the familiar features and capabilities of Microsoft Word, including WordML (Microsoft's published, open XML schema). This enables you to move document design and generation out of the IT department to non-technical, line-of-business professionals, resulting in more timely, accurate and personalized customer communications.

Easy to Integrate! Drive Rapid Implementation

Cincom Eloquence helps you optimize enterprise-wide legacy investments by adapting to—not radically altering—your existing, mission-critical document communications processes. This ease of integration is made possible by Eloquence's open, J2EE/XML service-oriented architecture (SOA), and support for both JBOSS and IBM's industry-leading WebSphere technology. The result is rapid implementation (just 19 days in one case) that delivers an equally rapid ROI. In fact, a six-month ROI isn't outside the realm of possibility.

Easy to Use!

Design, Deploy, Deliver and Manage

Cincom Eloquence is a highly intuitive, document automation software application that enables enterprises to easily design, deploy, deliver and manage high-volume, personalized customer communications.

Cincom Eloquence enables organizations to strengthen customer relationships, minimize compliance risks and reduce operating costs by automating business-critical document processes through a software suite that is easy to use and seamlessly integrates into legacy environments.

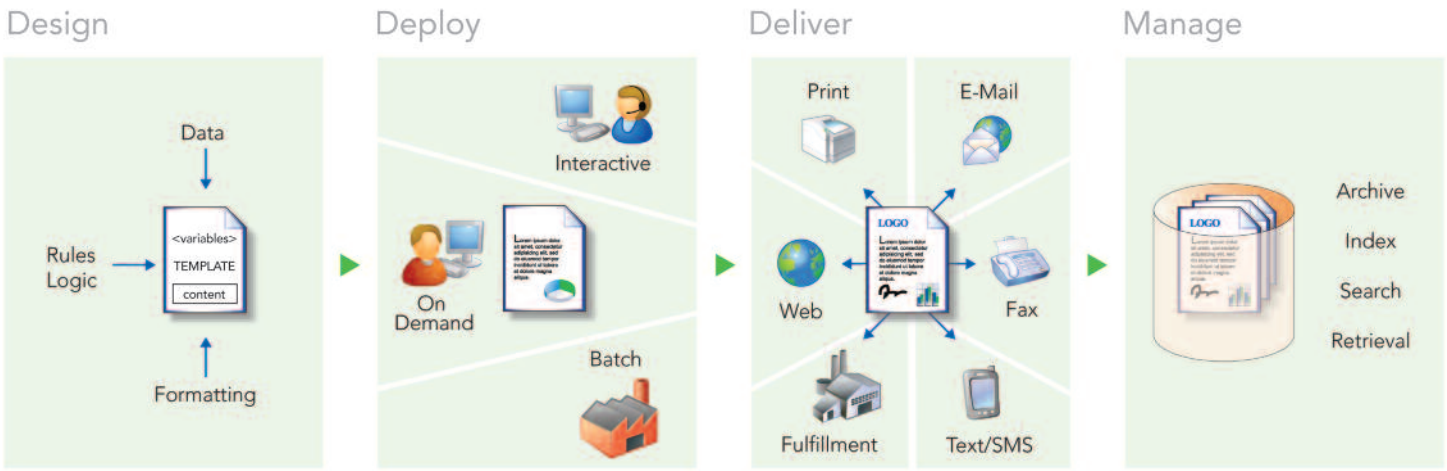
American Community Mutual, WPS Health Insurance, CareSource, Church Mutual Insurance, Medica, Unisys, Molina HealthCare and many other organizations using Cincom Eloquence have:

- Achieved cost savings of up to 80%,
- Accelerated time-to-market by 90%,
- Reduced errors to near zero.

Easy to Integrate!

A Single Solution

- Flexible enough to enable business users to interactively produce personalized document communications in real time!
- Versatile enough to respond to emerging on-demand applications!
- Powerful enough for event-driven, structured batch automation!



Streamline your dynamic document automation processes with Cincom Eloquence

The user-centric interface allows non-technical business users to design compelling document templates with complex logic, guided workflows and real-time data. Templates serve as the basis for all personalized document communications and can be easily imported from other sources or created, edited and tested directly within a familiar Microsoft Word-enabled design environment—lessening the burden on IT departments.

Design

"By moving document development out of IT and into the hands of business users, we anticipate cutting the time it takes to create, edit and test document templates in half."

— Church Mutual Insurance Company

An intuitive design environment improves quality, personalization and compliance, and accelerates time-to-market.

Ease of Use

Personalization

Quality

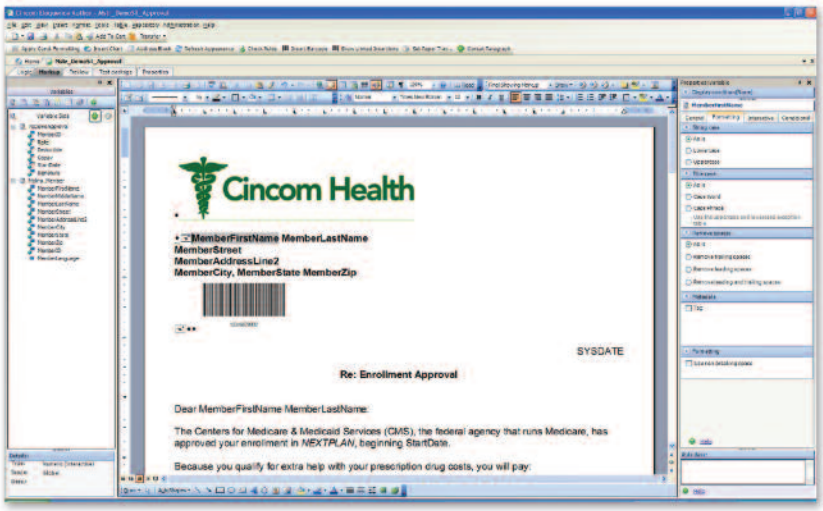
Compliance

Time-to-market

What You Can Do with Cincom Eloquence®

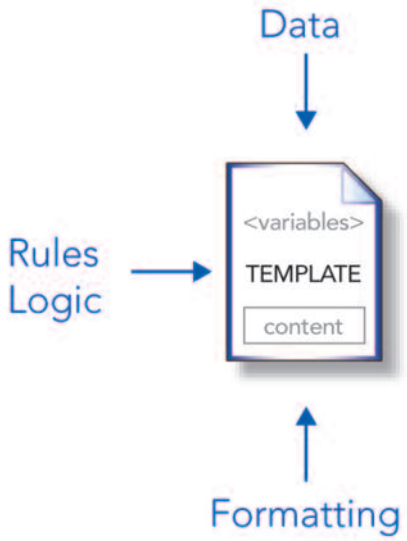
- Reduce your dependency on IT resources by moving the design and development of document templates to non-technical, line-of-business users through a configurable interface developed in collaboration Human Factors International, Inc. (the world's leading strategic advisor and provider of user experience design services).
- Speed time-to-market by easily importing existing documents directly into the embedded Microsoft Word-based design environment.
- Streamline creation of documents through a roles-based interface that provides users access to only those features/functionality needed to perform their unique responsibilities
- Foster collaboration and enable reuse of common content components while ensuring control of all document templates and content components through a shared, central repository.
- Drive deeper personalization with real-time, data-driven logic.
- Eliminate errors and costs associated with manually re-keying data by automating data access/integration with existing databases and applications.
- Quickly change the "look and feel" of your entire document library by simply changing a single reusable component (e.g., logos, images, address headers).
- Reduce preprinted stationery costs by embedding graphics, logos, addresses and signatures directly into your documents.
- Minimize the number of document templates needed to support multiple jurisdictions, effective dates, languages, output types and delivery channels.
- Ensure accuracy and compliance while saving time and valuable production resources by testing data integration and conditional logic directly within the design environment.

- User-Centric, Roles-Based Interface
- Centralized Template Repository
- Learning Curve Measured in Hours, Not Days!



Design

Compelling Documents Quickly and Easily!



Easy to Use

- **User-friendly** – Configurable interface developed in collaboration with Human Factors International, Inc. (the world's leading strategic advisor and provider of user experience design services).
- **Roles-based Interface** – Grant access only to those features/functionality necessary to execute an author's unique responsibilities.
- **Multiple Design Views** – Flexibility to create document templates using both a graphical, "drag-and-drop" view for logic and familiar MS Word for content and formatting.
- **Single Template, Multiple Outputs and Channels** – Unique assembly process requires only one template regardless of the number of outputs or delivery channels.
- **Variations** – Easily create multiple versions of a single document template based on jurisdiction, effective date, language, etc.
- **Search** – Comprehensive facilities to easily locate templates or content components within the repository.

Personalization

- **Real-time Data Integration** – Incorporate real-time, customer-specific data from any source and any format (including XML, JDBC, flat file and even mainframe).
- **Conditional Logic** – Sophisticated data-driven logic within document templates, including regulatory language, paragraph dependencies, calculations and marketing messages.
- **Dynamic Charting** – Dynamically build and place a multitude of chart types (including pie, bar and line) anywhere in a document with full "white space" management.
- **Dynamic Image Insertion** – Conditional logic driven by real-time data triggers the insertion of your unique graphic images (including logos, signatures).
- **Dynamic Address Blocks** – Field-level suppression for easier handling of address blocks.
- **Dynamic Table Support** – Use MS Word table functionality to insert tables (including nested tables) that can be dynamically resized with the inclusion/exclusion of elements and calculations.
- **Bar Code Inclusion** – Easily manage and add a multitude of bar codes to document templates.

Quality/Compliance

- **Centralized Template Repository** – Houses all approved, compliant document templates and content components.
- **Version Control** – Provides an audit trail of all changes to document templates and administrative files (e.g., format tables, variable maps, resource locators, etc.).
- **Check-in/Check-out** – Ensures that authors collaborating on a document template are using the correct version.
- **Generation Notes** – Authors can easily attach descriptions, instructions and other information to individual templates that assist end-users during document generation workflow.
- **Manage Access** – Authors can easily manage and control user access to template repositories.
- **Managed Data Integration** – Inclusion/exclusion of real-time data through rules-based logic and automated data/application integration.
- **Content Locking** – Even if some components within a template allow user edits, administrators can "lock" compliance-oriented components from any changes.

Time-to-Market

- **Import from MS Word** – Easily import existing MS Word documents directly into design environment.
- **Reusable Components** – Create common content components (e.g., logos, barcodes, images, paragraphs and address headers) that can be used across multiple document templates.
- **Preview Formatting/Test Logic** – Built directly in the design/authoring environment.
- **Collections** – Individual document templates can be aggregated and assembled into larger packets.
- **PDF Inclusion** – Easily attach PDF files from other systems to your document templates and collections.
- **Stored Database Queries** – Easily create, version and store database queries as components in the template repository for reuse across multiple templates.
- **Impact Analysis** – Allows authors to easily track and highlight what/where changes affect other templates or components within the repository.

Unifying the flexibility to produce highly personalized documents in real time, the power to generate structured documents in batch and the versatility to create documents on demand, Cincom Eloquence streamlines your IT infrastructure. Rapid deployment across your organization is ensured via an open standards-based, service-oriented architecture (SOA) that optimizes your infrastructure investments and provides efficient integrations.

Deploy

"We experienced significant reductions in the time required to automate the development, testing and production of new documents."

— American Community Mutual Insurance Company

Simplified services-oriented architecture (SOA) and commitment to open standards improves scalability, performance, reliability, integration and agility.

Scalability

Performance

Reliability

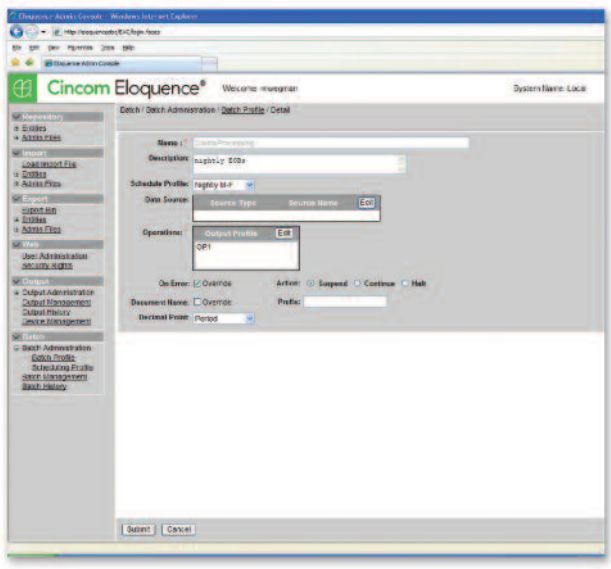
Integration

Agility

What You Can Do with Cincom Eloquence

- Simplify your IT infrastructure.
- Scale from individual, interactive correspondence (e.g., claims letters) to fully composed, high-volume batch generation (e.g., policy statements) through adherence to standards, modular architecture, and a "compiled-XML" core.
- Provide non-technical users (e.g., claims representatives) with "point-and-click" access to a central repository containing document templates with pre-approved content components (e.g., language, logos, signatures), data-driven logic and pre-configured workflows that easily guide the assembly and generation of documents while interacting with customers in real time.
- Easily schedule, monitor and fully manage all your high-volume, structured document generation.
- Define and test as many batch profiles as you need to manage and support your unique production requirements.
- Ease integration with legacy system infrastructures, applications and databases.
- Easily move from document design environment to "live" production.
- Extend the value of existing investments in core applications and technologies.
- Provide authorized external applications and services and structured access to document workflow.
- Enable user-acceptance testing in a secure area of the production environment without disrupting active production users.
- Streamline conversions from existing systems.
- Minimize sign-on steps and the need for multiple user IDs and passwords.

- Open Standards/Field-Proven Technologies
- Interactive, Real-Time Generation
- Structured, Batch Automation
- On-Demand Production



Deploy

Based on Your Unique Business Needs!

Scalability/Performance

- **Single Solution** – Comprehensive solution for batch automation, interactive generation and on-demand document production.
  - – Batch administration provides comprehensive tools to schedule, monitor, test and fully manage high-volume document generation
  - – Interactive generation tools provide real-time creation of highly personalized documents
  - – On-demand provides customers with real-time document generation with zero human interaction
- **Open Standards** – Commitment to J2EE, JSP, XML, WordML, JBOSS/ActiveMQ and IBM's WebSphere Application Server/MQ Series provides the scalability to respond to variable production environments.
- **Services Oriented Architecture (SOA)** – Shift to a web services-oriented architecture provides flexibility to house web services components in server farms to meet production demands.
- **Compiled-XML Core** – Improves the speed of parsing and rendering.
- **Multi-Threaded Engine** – Increases performance and throughput via sophisticated caching and multi-threaded document production engine.
- **Modular Footprint** – Separate, but fully integrated authoring, production and delivery application modules.
- **"Late-Stage" Testing** – Comprehensive facilities enable late-stage testing in a secure "staging" area of the production environment.
- **Production/Delivery Statistics** – "Point-and-click" access to statistics for every document created by every user.

Reliability

- **Field-Proven Technologies** – provide reliability for complex, enterprise-class production environments and delivery of service requests/responses, carry parameters in tailored XML schemas
  - – IBM WebSphere Application Server
  - – IBM WebSphere MQ
  - – JBOSS
  - – ActiveMQ
- **Integrated Security** – Provides authentication to determine user access, authorization and presentment of proper rights via "out-of-the-box" support for LDAP/ADSI protocol or comprehensive exits that link to your existing security model.
- **Event Logging** – Utilizes the Java/J2EE logging facilities to capture as much or as little as you want to know about what is going on; every application and service logs status and error information that is stored indefinitely for later status, process trending and error determination.
- **Audit Facilities** – Processing status is monitored and recorded for every generated request and document.

Integration

- **Foreign XML Support** – Allows navigation of a complex XML structure to help simplify data mapping.
- **Database Support** – Access data directly from databases (including complex database mapping) via JDBC, flat file, XML and native database access.
- **Open Standards** – Easily integrate with any existing applications upstream (CRM, SAP, portal, etc.) and downstream (post-production solutions) while ensuring solutions are deployed on field-proven platforms indigenous to most enterprise infrastructures.
- **Services-Oriented Architecture (SOA)** – Simplifies deployment while ensuring continued and protected operations are distributed across the enterprise.

Agility

- **Single Sign-On** – Support for a single, simultaneous log-in to multiple software applications.
- **Message-based API (via JMS using WebSphere MQ or ActiveMQ)** – Creates a looser coupling between business templates and technologies.
- **Rollback** – Easily revert back to previous versions of templates or components.
- **Alerts** – Administrators can configure a number of "functional" alerts that can signal issues in the form of console messages, e-mails or any other type of notification system available on site.
- **Repository Management Facilities** – Easily manage the transfer of entities (e.g., templates, content components, variable sets, etc.) between repositories as well as design, test and production environments.

Combining interactive generation, batch automation and on-demand production capabilities with support for multiple delivery channels including, e-mail, fax, web and print, Cincom Eloquence improves your customer responsiveness. In addition, Cincom Eloquence helps reduce the burden and costs of post-processing with a wide range of output management facilities, including grouping, sorting, splitting, banner pages, device management, dynamic post-processing insertions and metafile indexing.

Deliver

"With Cincom Eloquence, our document generation is fast, accurate and personalized."

— CareSource

Simplified user access and multiple delivery channels improve customer responsiveness.

Output Management

Enterprise-Wide Access

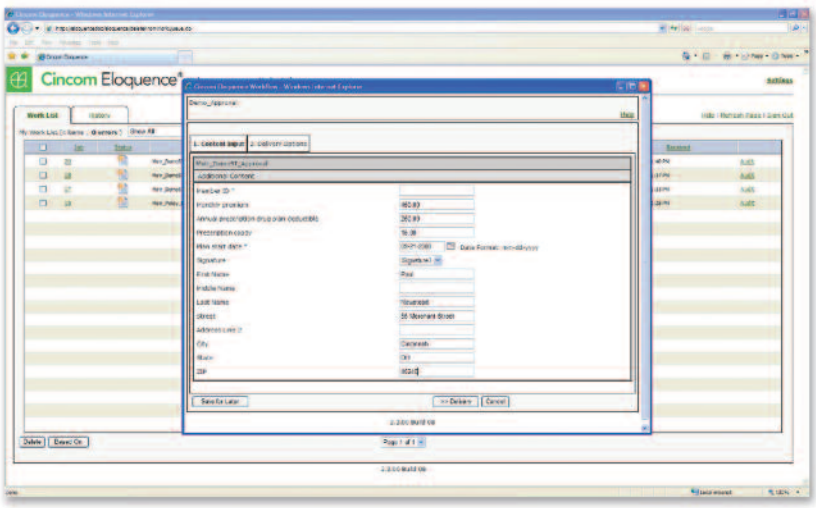
Dynamic Assembly/Generation

Intuitive Interface

What You Can Do with Cincom Eloquence

- Empower business-line users with the ability to dynamically assemble, generate and deliver highly personalized documents with varying degrees of complexity while interacting with customers in real time
- Provide business-line users with easy access to document repositories from anywhere across the enterprise
- Restrict users' access to only the documents they can generate
- Easily transition from paper-intensive to electronic document delivery, including email, fax and XML
- Significantly reduce post-processing burdens and costs
- Easily manage output to multiple devices
- Group, sort and split output to meet unique production requirements
- Reduce template inventory and minimize management overhead with a single document template that supports multiple delivery channels—print or electronic
- Quickly generate new documents utilizing previously generated ones
- Preview documents before delivering them
- Pre-populate a document generation workflow with data directly from another application or database
- Save document at any stage of workflow for later retrieval and completion
- Dynamically insert and place PDF, JPG or TIFF images, marketing messages, bar codes and OMR marks at generation or post-processing

- Comprehensive Output Management
- Multiple Outputs/Multiple Delivery Channels
- Enterprise-wide Access



Deliver

Documents in a Variety of Outputs and Channels!

Output Management

- **Native WordML** – Facilitates printing, post-printing and electronic delivery strategies.
- **Multiple Output Support** – Supports all major print streams and electronic outputs, including AFP, PDF, Postscript, PCL and WordML via local, central or batch modes.
- **Group/Sort/Split** – Generated documents carry metadata, as defined in the authoring environment, that can be used for grouping sorting, and splitting.
  - Group output to create bundles or delay until a user-specified time or volume has been reached
  - Output can be sorted to enforce delivery in a user-specified sequence
  - Split output streams into multiple parts to meet production requirements
- **Device Management** – Facilitates the management of output to multiple devices.
- **Pre-/Post-Processing Insertions** – Supports the insertion and dynamic placement of PDF, JPG, TIFF, message lines, bar codes and OMR marks at template development time or after a document has been generated.
- **Banner Pages** – Easily add banner pages to indicate a series of logical groupings (e.g., operator instructions).
- **Companion Files** – Easily interface to back-end systems (e.g., archives or specific delivery mechanism) with XML files created in your own structure that contain metadata mapped directly to document variables used in the generation process.

Interactive Generation

- **Pre-populate Workflow** – By simply inputting key data (e.g., member ID) users can pre-populate the document generation workflow with data directly obtained from another application.
- **"Ad Hoc" Assembly** – Business-line users can dynamically assemble documents in real time—selecting from predefined paragraphs, images and signatures.
- **Free-form Text** – Users can supply free-form text; tailor content to a customer's exact needs in real time.
- **Predefined Delivery Preferences** – Deliver documents according to predefined business rules and recipient preferences including print or electronic.
- **Work in Progress** – Users can save documents at any stage of workflow for later retrieval and completion.
- **Based On** – Allows users to re-load previously generated documents into workflow for easy repurposing.
- **Preview** – Allows users to preview the generated document before delivery to customer.
- **Collections** – Point-and-click access to document packs that enable multiple documents to be delivered to a customer simultaneously.

Intuitive Interface

- **Customizable Interface** – Intuitive browser-based interface can be customized to your business application and workflows.
- **Point-and-Click Access** – Provides users with point-and-click access to a central repository containing document templates and pre-approved content.
- **"Out-of-the-Box" Guided Workflows** – Easily guide users through the assembly, generation and delivery of customized documents.
- **Multiple Delivery Channels** – Efficiently reformat and repurpose documents to accommodate multiple delivery channels (e.g., convert WordML to PDF for e-mail delivery).
- **Search** – Quickly locate documents based on filters and a graphical, navigation tree.
- **Favorites** – Users can customize their interface to include the documents they generate most often or select a drop-down menu of the most recently generated.
- **Notes/Examples** – Prior to generating a document, users can easily preview examples of documents or review notes that authors provided in advance.

Enterprise

- **Browser-Based Interface** – Allow users to generate documents from anywhere across the enterprise via a familiar web browser and secure network access.
- **Repository Access** – Each user's unique login streamlines access to only those documents they can generate.
- **Exits/Integration Facilities** – Easily integrate workflow processing into and with existing customer applications.
- **Embedded Mode** – Auto-populate workflows with data from other applications/databases and merge with data that is interactively entered, and/or gathered during the generation cycle.
- **Management Review** – Comprehensive management review framework (multi-level hierarchies, append and parameter tools) allows supervisors to review, annotate, return to user and/or deliver documents.

Capture, index, store and manage all structured and unstructured content including documents, e-mail, print streams, scanned images, desktop files and all other electronic content easily and effectively.

Manage

"Cincom Eloquence was the right choice satisfying both our customer-satisfaction and business needs."

— WPS Health Insurance

Easy access to all your critical business information

Easy to Use

Time-to-Market

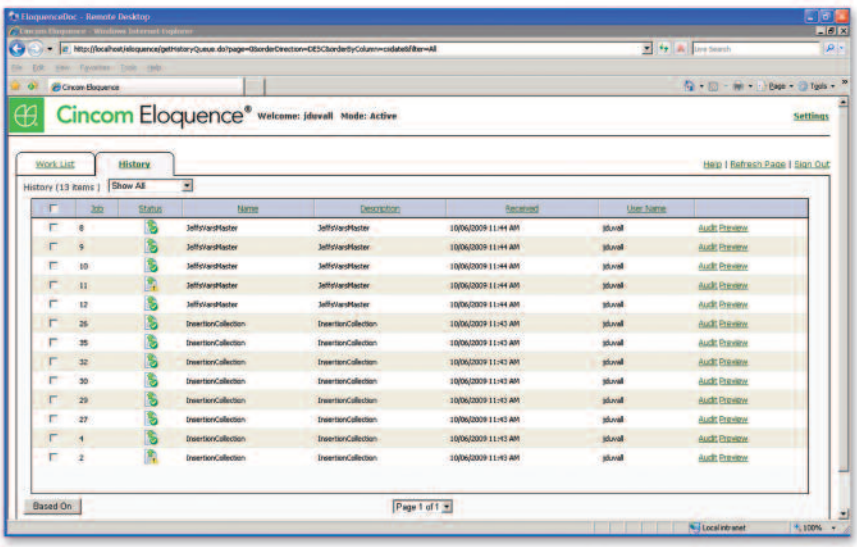
Flexibility

Scalability

What You Can Do with Cincom Eloquence

- Easily and effectively capture, store, index, manage and retrieve all of your document communications.
- Provide business-line users with easy access to documents from anywhere across the enterprise.
- Quickly find and retrieve information whether it is an entire document, a single line within a document or anything in between.
- Combine segments of various documents, reports and/or images into a new, single PDF.
- Ensure a limitless volume of content is accommodated through parallel processes for capture, index, archive and restore processes.
- Improve compliance through structured, tested and repeatable processes backed by sophisticated, scalable automation.
- Limit information on the line level or conditionally suppress certain columns on a page through robust internal security.
- Universal Index provides a flexible relationship metadata platform that delivers, locates and consolidates results from across repositories.
- Local Index automatically references and logically segments target content contained within a single report or document.
- Global Index enables users to create virtual folders of targeted content segments relevant to their customer, case, account, policy or other business category.
- Full Text Index provides access to unstructured, desktop-based content.
- Speed implementation and conversion from legacy document management systems.
- Reduces costs associated with print, storage and retrieval of content.

- Fully automated Archival and Retrieval
- Roles-based Authentication
- Multi-level Indexing Directly from Native Outputs



Manage

The Entire Lifecycle of Your Document Communications!

Archive

Index

Search

Retrieval

Easy to Use

- **Browser-Based** – Intuitive, browser-based interface allows users to search for information from across the enterprise.
- **Point and Click** – Provides users with point-and-click access to search facilities, shortcuts and saved searches.
- **Customizable User Views** – Presents information intuitively and according to business needs.
- **Automated Event Engine** – Provides notification when out-of-date and/or missing information situations occur.
- **Virtual Repository** – Enables the creation of a virtual repository that allows different applications and systems to use the same stored content in different ways through a single user interface.

Time-to-Market

- **Automated Archive** – Set system parameters to automatically archive documents as soon as they are delivered.
- **Automated Retrieval** – Seamless integration with existing applications automatically locates the document from any storage media and presents the user with the data upon request.
- **Automated Indexing** – Automatically index the internal information in existing documents using established parameters to locate, identify and save index values that key triggers during a search of those documents.
- **Multi-level Indexing** – Quickly and efficiently locate precise information.
  – directly from native outputs (AFP, PDF, Word, Postscript and PCL)
  – via multiple levels including full-text, local, global and universal
- **Review Framework** – Comprehensive management review framework (multi-level hierarchies, append and parameter tools).
- **Query** – Intuitive interface speeds the development of powerful, reusable queries.
- **Search** – Comprehensive search capabilities (index-based and full-text) down to the line level within a document.

Flexibility

- **Open Standards** – Commitment to open standards.
- **Services Oriented Architecture (SOA)** – Built on a standards-based platform containing service-oriented architecture in a web services environment.
- **Integration Facilities** – Extensive facilities enable seamless and rapid integration with external applications.
- **Workflow** – Intuitive, yet robust engine that uses a set of predefined building blocks to leverage your existing business processes.
- **Parse/Combine Facilities** – Enables the retrieval of parsed sections from different documents, reports and images and combines them into a single organized PDF.
- **Legacy Archive Processor** – Provides users with seamless access to virtually any third-party archive.

Scalability

- **Single Solution** – Aggregate and intelligently present a wide range of structured and unstructured content including documents, e-mail, print streams, scanned images, desktop files and even multimedia into an intuitive folder structure.
- **Departmental to Enterprise Applications** – Combines the power and scalability of a true enterprise-class content management system with the intelligence and process of a specialized business application.
- **Multi-Threaded** – Concurrent processes for capture, index, distribution, archive and recall.
- **Roles-based Authentication** – Ensures that only authorized users access functions and information related to their jobs.
- **Management Access** – Administrators can access rich systems management tools right from their desktops.
- **Audit Facilities** – Detailed log of user access and activities.

Defining Easy

Simplify the business processes for all your customer communications …

Welcome Kits	Certificates	Policies	Pitch Books
Proposals	Renewals	Claims Letters	Member Enrollment Letters
Booklets	Outreach Letters	Remittances	Group Insurance Policies
Declarations	Illustrations	Correspondence	Approval/Denial Letters
Group Contracts	Statements	Explanation of Benefits	
Notices	ID Cards		

Delivering Easy

An unparalleled degree of customization for your customer communications …

Data Integration
<MemberID>, SYSTEMDATE, First_Name ...

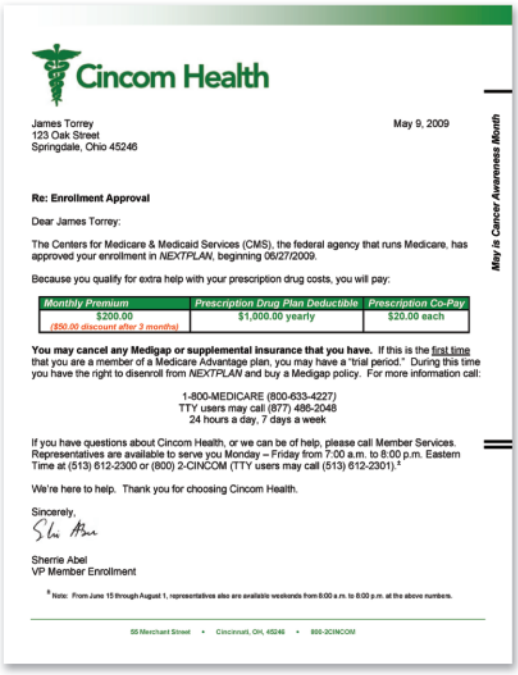
Dynamic Images
Signatures, logos, charts, graphs ...

Reusable Content Components
Paragraphs, headers, footers ...

Formatting
White-space suppression, BOLD, colors, dynamic address blocks ...

Logic
IF "Deductible" > "$200", Insert "VP Signature" ...

Intuitive Design Interface
Roles-based interface, embedded MS Word, test directly within design environment, WYSIWYG preview ...



Cincom Health

James Torrey
123 Oak Street
Springdale, Ohio 45246

May 9, 2009

May is Cancer Awareness Month

Re: Enrollment Approval

Dear James Torrey:

The Centers for Medicare & Medicaid Services (CMS), the federal agency that runs Medicare, has approved your enrollment in *NEXTPLAN*, beginning 06/27/2009.

Because you qualify for extra help with your prescription drug costs, you will pay:

Monthly Premium	Prescription Drug Plan Deductible	Prescription Co-Pay
$200.00 ($50.00 discount after 3 months)	$1,000.00 yearly	$20.00 each

You may cancel any Medigap or supplemental insurance that you have. If this is the first time that you are a member of a Medicare Advantage plan, you may have a "trial period." During this time you have the right to disenroll from *NEXTPLAN* and buy a Medigap policy. For more information call:

1-800-MEDICARE (800-633-4227)
TTY users may call (877) 486-2048
24 hours a day, 7 days a week

If you have questions about Cincom Health, or we can be of help, please call Member Services. Representatives are available to serve you Monday – Friday from 7:00 a.m. to 8:00 p.m. Eastern Time at (513) 612-2300 or (800) 2-CINCOM (TTY users may call (513) 612-2301).[1]

We're here to help. Thank you for choosing Cincom Health.

Sincerely,

Sherrie Abel
VP Member Enrollment

[1] Note: From June 15 through August 1, representatives also are available weekends from 8:00 a.m. to 8:00 p.m. at the above numbers.

55 Merchant Street • Cincinnati, OH, 45246 • 800-2CINCOM

Companion File
Metadata mapped directly to document variables

XML
<Data>
<FName>Samuel</FName>
<LName>Jones</LName>
</Data>

Interactive Generation
Ad hoc, real-time assembly

Batch Automation
Profiles, schedules, monitor, test ...

Post-processing Insertions
Banner pages, barcodes, insertions, OMR marks ...

Multiple Outputs
WordML, AFP, PCL, PDF, Postscript

Output Management
Group, sort, split, managed devices ...

About Cincom

Cincom delivers the most intuitive document automation solutions for customer communications in the industry. By streamlining the design, deployment, delivery and management of high-volume, highly personalized document communications, Cincom has helped hundreds of businesses worldwide (including American Community Mutual, Molina HealthCare, Church Mutual Insurance and WPS Health Insurance) acquire, strengthen and expand customer relationships, minimize compliance and regulatory risks, reduce operating costs and accelerate time-to-market for all their document communications. With over two decades of experience, Cincom leads the industry in providing dynamic document automation solutions that are easy to integrate, easy to use and deliver a rapid and continuous return on investment.

To learn more about Cincom Eloquence, visit our website at **www.cincom.com/cds** or contact us at 513-612-2034.

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