

*Helping State Government Agencies Deliver a
Better Constituent Experience through
Better Communications*





A Better Constituent Experience Starts with Better Communications

Your world is undergoing fundamental changes, including workforce shifts, lower tax revenues, changing leadership and cybersecurity priorities. These changes are revealing the flaws within your existing document generation systems, pointing to their lack of robust functionality and flexibility required to meet a changing world. To keep from falling behind, now is the time to focus on modernizing your document generation solutions to streamline your processes and ultimately enhance the constituent experience.

Cincom Eloquence® can put you on the path to delivering a better constituent experience by automating the design, deployment and delivery of personalized document communications in any agency. Manual processes for generating documents that used to take hours or days now take just minutes to complete. Rekeying data from multiple systems into correspondence is now replaced with automated data and content that eliminates errors and personalizes every communication. Constituent-facing representatives no longer shuffle between applications to create letters since they now have the tools they need to service constituents right within their core application and in real time. And, your IT staff isn't

spending hours or days creating or updating document templates leaving them more time to spend on important core initiatives. The payoff: document communications are better and your constituent's experience goes from good to great!



Where can Cincom Eloquence help your document communications?

(You could try to name them but don't worry, we did it for you. Just turn the page.)

Cincom Eloquence brings communication clarity throughout your organization ...



Child Support



Workers' Compensation



Health & Human Services



Public Employees Retirement



Information Technology



Unclaimed Funds



Employment & Workforce



Fulfillment & Mailroom

... to help you deliver a better customer experience.

Child Support

- Ensure accuracy with a comprehensive management review framework, including multi-level hierarchies, append and annotate
- Save communications at any stage of workflow for later retrieval and completion

Workers' Compensation

- Minimize management effort to support multiple jurisdictions, effective dates and languages via a single template with multiple "variations"
- Eliminate costly errors associated with re-keying data from other systems

Health & Human Services

- Make sure the right communication is used by restricting a user's access to only those they need
- Easily transition from paper-intensive processes to electronic delivery, including e-mail, text messaging and portals

Public Employees Retirement

- Pre-populate a communication workflow with data directly from another system
- Quickly generate new communications utilizing previously generated ones

Information Technology

- Reclaim valuable staff time by moving the design and development of templates to business users
- Integrate with any existing applications via comprehensive exits and APIs

Unclaimed Funds

- Harness transactional data to trigger communications tailored for each unique constituent
- Quickly update the "look and feel" of your entire template library by simply changing a single reusable component

Employment & Workforce

- Eliminate unnecessary and costly calls into your contact center with proactive communications
- Accelerate response times by providing representatives with "point-and-click" access to a central repository of communication templates

Fulfillment & Mailroom

- Group, sort and split output to meet unique production requirements
- Dynamically insert PDFs, images, messages, bar codes and OMR marks at generation or post-processing

Meet the Challenges of Today and Be Ready for Tomorrow

Traditional document generation solutions used to mean siloed applications based on in-house, custom-developed code. Or worse, multiple vendor contracts that locked you into pricing and options for disparate tools that were challenging to integrate and costly to support. But not anymore!

Cincom Eloquence is designed to let you start generating document communications in one agency today and then grow across all agencies easily, affordably and sustainably. A scalable solution built on a single-code base, Cincom Eloquence automates your document generation processes across your agencies through a software suite that is easy to use and seamlessly integrates into your legacy environments today.

Plus, it's ready to evolve with you as you bring on new business applications and transition from paper-intensive processes to electronic document delivery channels, including e-mail, text messaging and portals.

Better constituent experiences through better communications!

STATE GOVERNMENT SOLUTIONS

cincom.com/cds

About Cincom

Cincom delivers the most intuitive, document generation solutions in the industry. By streamlining the design, deployment, delivery and management of high-volume, highly personalized document communications, Cincom helps state government agencies:

- acquire, strengthen and expand constituent relationships
- minimize compliance and regulatory risks
- reduce operating costs
- accelerate time-to-market for all of their document communications

Cincom leads the industry in providing document generation solutions that are easy to integrate, easy to use and deliver a rapid and continuous return on investment.

To learn more



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