

A woman with curly hair, wearing a red top, is looking at a laptop. The background is a blurred outdoor setting with concrete steps.

Expert help with your Customer Communications Management

An introduction to Saggezza's
CCM and Document
Composition Services

Expert help with your CCM

Saggezza is a global technology solutions provider with a specialist team focused on CCM and document composition excellence. We work with leading customer-centric organizations and their print providers to ensure their CCM processes are efficient, streamlined and market leading.

How we can help you

If you're looking to embark on a major CCM transformation, or if you just need to iron out some of the costs and inefficiencies in your current document composition operations, we can help.

Here are some of the things we can do to make your customer communications better (and less costly):

Free your team – and your time: Our team can manage the technical nuts and bolts of your document composition operation, freeing your people to work on your CCM transformation project, or any other project where their skills and knowledge are in demand.

Deliver specialist skills when you need them: No more hunting around for hard-to find document programming and business logic skills. With our industry-leading expertise in all the major platforms, we can fill any short-term or long-term skills gaps – at a very competitive cost.

Smooth out peaks and troughs: CCM is characterized by periods of high demand (e.g. when a regulatory change has to be incorporated) interspersed with quieter periods.

We can help out when you need extra hands, leaving your team to return to business as usual when the busy period is over.

Innovate for a new era of CCM: Our technology expertise means we can customize your existing CCM platforms and processes to better meet your needs, including developing innovative additional functions that can give your organization a competitive edge.

Rationalize your CCM platforms: If you want to consolidate disparate CCM systems into a single hub – perhaps to support a move to a centre of excellence – we can advise on how best to rationalize and integrate what you have. We can also carry out the project, and ensure the new setup is ready to go with all the capabilities you need.

Manage the move to multi-channel: If you're looking to shift from legacy, paper-based documents to one of the latest, multi-channel-enabled platforms, we can help you choose the right solution. We'll gather requirements from all of your stakeholders, specify and implement the best platform, and get all of your documents set up in the new environment.

Why Saggezza?

With a partnership-driven approach based on shared risk and reward, Saggezza can deliver innovation-led CCM expertise in an affordable solution.

When you engage Saggezza you benefit in these key ways:

- **A partner for transformation:** Our skills, experience and service delivery model can help you achieve your CCM transformation goals faster, more efficiently, and at lower cost.
- **CCM experts:** We hire expert CCM and document composition developers and managers, with extensive experience in major telecommunications, financial services and utilities businesses.
- **Cost-effective solution:** By mixing onshore and offshore expertise, Saggezza can provide the CCM skills and services you need at a price that's right for your budget.
- **Innovation-centric approach:** Our focus on technology and process innovation means we can make your CCM processes faster, more agile and more cost-effective.
- **Scale-up capability:** Saggezza employs a large team of CCM experts, and has offices in Europe, North America and India – so if your needs expand, our service can too.
- **Strong relationships:** Our partnership approach means you'll always get to know the person you're dealing with, whether it's a dedicated relationship manager or a full, onsite team.
- **No job too small or too large:** You can offload anything from occasional overflow jobs, to full, ongoing management of your CCM systems and processes.
- **Flexible contracts:** Our flexible contracts mean you only pay for what you need.

Talk to us today

Whatever your CCM and document composition needs, we can help. Talk to us today to find out what we can do – just call us on **+1 800 460 5912** or email marketing@saggezza.com

We look forward to talking to you!

“*Document composition is the thing that controls how we talk to our customers and what it looks like. If we do it right, it becomes the front door to our store. If we do it wrong, they're not going to come in.*”

Respondent to Saggezza's 'CCM in 2014' survey.*

**For a copy of the survey, email marketing@saggezza.com*





About Saggezza

Saggezza is a global technology solutions provider. We help our customers use technology to accelerate growth and uncover new opportunities. We offer a user-centric experience, an R&D mind-set, and an outcome driven approach. Our expertise includes user experience design, big data analytics, customer communications management, and open enterprise. We have offices in the US, UK and India. For more information, **visit www.saggezza.com**.

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