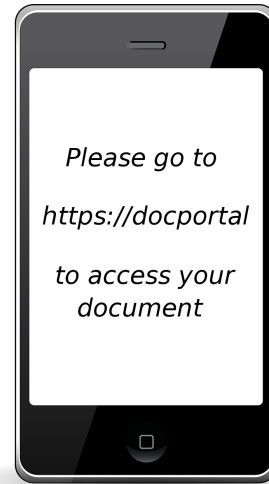
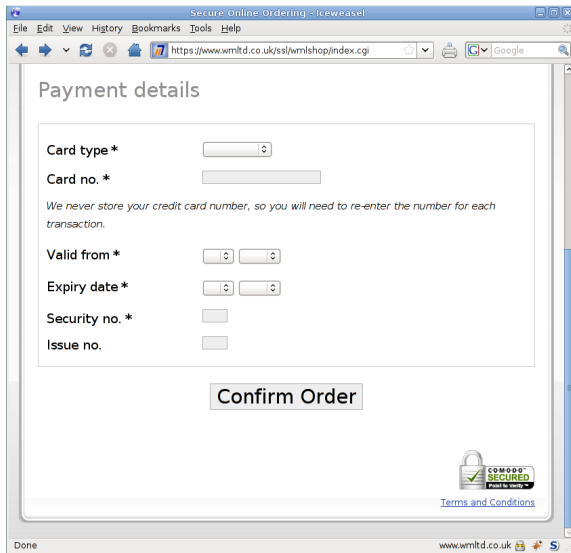




Electronic Delivery

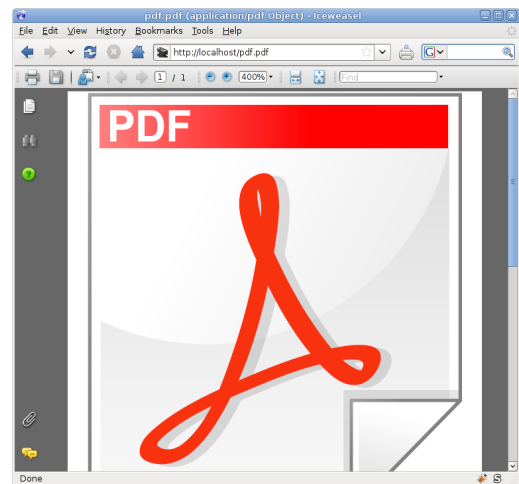
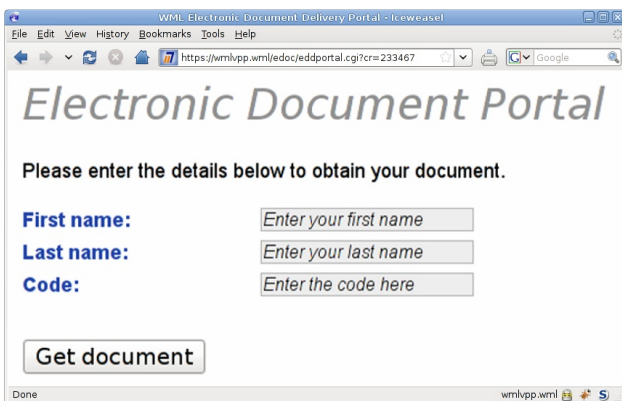
Secure delivery of digital documents

Transition existing print and mail to secure electronic delivery. Reduce costs by delivering sensitive documents to your customers via email, SMS and the web, with electronically registered delivery and automatic fall-back to the postal service.



1. Complete purchase (or request document) online, by phone or in-store.

2. Receive SMS/email message



3. Access document portal

4. View PDF in browser or phone

Solution overview

Innovative Technology

Benefits

- Reduce the cost of communicating with your customers
- Enjoy a seamless transition from print and mail to electronic delivery
- Speed up customer service by cutting out the postal system
- Provide great customer service: track the delivery of each electronic document
- Fulfil statutory requirements for delivery: automatic fall-back to print and mail

Audit Trail

Access to documents is fully audited. You can tell if a customer successfully downloaded a document or even if they started the download without finishing.

Reports

Daily, emailed management reports are available allowing you to track customer take-up of your electronic delivery option.

Standard email delivery mode

Use standard delivery of documents as email attachments when document security is not an issue (for example for marketing materials).

Fall-back to print and mail

Not all customers will access their document electronically. After a set period, WML Electronic Delivery will automatically fall-back to print the document for postal delivery.

Email or text message

Customers need only a mobile phone and access

to a web browser to access their document; there's no requirement to have an email address. A smart phone alone can be used to access documents.

Licencing

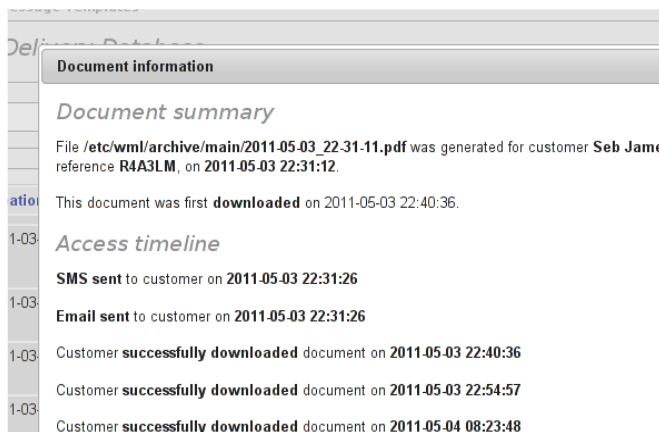
Electronic Delivery is an optional module for WML DataGateway. It is unlocked with an update to your licence key. SMS text usage is charged on a pay as you go basis.

Admin interface

Your call centre staff can access a browser-based search page to quickly locate a customer's details and view the audit trail, re-send email/SMS messages or print the document for immediate postal delivery.

Key features

- Integrates with your corporate website
- Full audit trail (see left) of document access, outbound SMS and email messages and print fall-back operations. Confirmation of customer download.
- Simple web based user interface for call centre staff to help customers
- Daily management information reports on electronic document take-up and volume



Document information	
Document summary	
File /etc/wml/archive/main/2011-05-03_22-31-11.pdf was generated for customer Seb Jam reference R4A3LM , on 2011-05-03 22:31:12.	
This document was first downloaded on 2011-05-03 22:40:36.	
Access timeline	
1-03	SMS sent to customer on 2011-05-03 22:31:26
1-03	Email sent to customer on 2011-05-03 22:31:26
1-03	Customer successfully downloaded document on 2011-05-03 22:40:36
1-03	Customer successfully downloaded document on 2011-05-03 22:54:57
1-03	Customer successfully downloaded document on 2011-05-04 08:23:48

Access Timeline: viewing the summary for an individual customer.

For further information, contact Mark Brown

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