



# Customer Communications Management

Reduce your costs — and supply chain risk — through strategic partnership

Customer communications management (CCM) has never been more challenging. Clients count on you to provide payroll, benefits, income tax and other critical communications without error — every time. However, rising operational costs and supply chain worries are making it harder by the day.

You need a strategic partner who specializes in secure, mass-scale customer communications. A partner with in-house data management expertise, robust security protocols, omnichannel delivery capabilities and the sourcing clout to sidestep supply chain disruptions. Taylor is that partner.

## Leading the Way in Customer Communications Management

One of the five largest graphic communications firms in North America, Taylor has an entire business group dedicated to the production of sensitive documents such as:

- Employee paychecks
- Statements and invoices
- W-2 forms, 1099s and more

For over 50 years, Taylor has provided secure CCM solutions to clients in a range of industries. They benefit from our specialization in several ways.



### Cost Savings

Realize the cost efficiencies of partnering with an established leader in CCM services.



### Capital Efficiency

Reinvest assets dedicated to internal production on other, higher ROI activities.



### Sourcing Stability

Take advantage of Taylor's massive global sourcing network and buying power.



### Risk Reduction

Reduce risk through a distributed print model with multiple secure facilities nationwide.



### Compliance Expertise

Ensure compliance through our deep knowledge of industry-specific regulations.



### Omnichannel Delivery

Accelerate digital adoption through email, e-presentment, personalized video and more.



## Three Things That Set Taylor Apart

### #1: Industry-Leading Client Service

Taylor is renowned for a highly personalized client service model and its depth of CCM industry knowledge.

### #2: Best-in-Class Technology Tools

Taylor's proprietary self-service online portal is widely regarded as the most dynamic tool on the market.

### #3: Financial Strength and Independence

As one of the nation's largest privately held companies, Taylor is free to invest in the technology to remain one step ahead.

## Did You Know?

Taylor maintains multiple levels of regulatory, compliance and security certifications including:

- GLBA
- FISMA
- HIPAA
- HITRUST
- ISO
- PCI
- SOC 2 Type II

## Learn More

See how Taylor's expertise in customer communications management can revolutionize your service delivery model.  
Contact your Taylor representative to learn more.