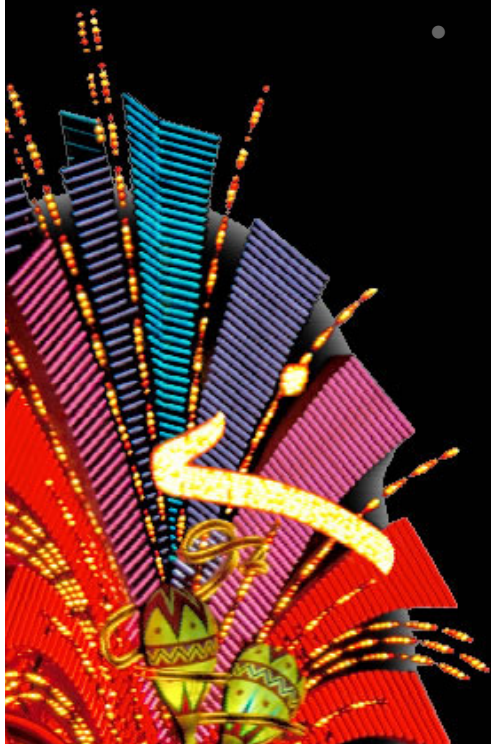


EngageOne Interactive Communications

- Lisa Sutrick, Pitney Bowes Group 1 Software



MapWorld⁰⁸
LIVE IN LAS VEGAS

G1 customer conference **08**
LIVE IN LAS VEGAS

Enterprise Customer Communications

- Today's businesses send many types of document output
 - varying in format, content and delivery channel
 - print, fax, Web, email and SMS
 - to conduct hundreds of daily business transactions

GRNCOM

Invoice Date: Page 1 of 3
 Account Number: Name: MARIO ANDRETTI
 10/24/08

GRN Communications *002345
 PO BOX 55023
 CHARLOTTE NC 28255-9423
 808 1234 NY #1 1232204 YNNVY

MARIO ANDRETTI
 P.O. BOX 12345
 ADDRESS2
 MAAMI TX 33345-1234

This Bill Includes These GRN Services:
[Home](#) [Long Distance](#)

Previous Balance	Payments	New Charges	Total Amount Due	Due Date
\$ 11.99	\$ -11.99	\$ 12.01	\$ 11.26	Sep 30, 2008

Save \$60
 when you order or upgrade to our fastest internet speeds. GRNConnect Platinum (up to 7Mbps download).

ACCOUNT SUMMARY

Previous Balance	\$11.99
Payments Received	\$-11.99
Adjustments	\$ 0.00
Past Due Balance	\$0.00
Current Charges	
EquiBIX 800 ONLY	\$11.10
Total	\$11.10

Get a letter a Pay j wire Netw bill crea

GRN Insurance
 2008 Professional
 Center VA 20120

Linda O'Hagan
 504 Janalyn Circle
 Centreville VA 20120

Welcome to GRN Insurance
 GRN Insurance Advantage! Manage Care Plan

Subscriber: Linda O'Hagan
 Subscriber ID: 5812312
 Plan Type: Subscriber and Spouse
 Group ID: PB0055

Employee Group Services Provided through

GRN Insurance
 Pitney Bowes
 Employee Services
 3406 Chicago Blvd
 Pittsboro N 27566

GRN ENERGY

5555 MAIN STREET, CITY, STATE 12345-4789
 1-800-123-4567 (24 hours)
 www.grnenergy.com

Jack Laurence
 945 Elm Street
 City, ST 01234-5678

The GRN IR
 The physician professionals indirectly bou independent s affirm and sug contractors at

Re: Pending Credit Card Expiration
 Account Number: 85445431-99999

Dear Mr. Laurence,

You are currently set up to have your credit card automatically drafted on a monthly basis to pay your GRN ENERGY utility bill. The credit card we have on file is due to expire on 07-31-2007.

Please provide us with your updated credit card information by calling our office at 1-800-123-4567, TDD (hearing impaired) 1-555-123-4567 between 8:00 AM and 5:00 PM, Monday through Friday. Select option 2 for non-emergency account information and the press 0 to speak with a Customer Service Representative. Or, you can visit our headquarters at 5555 Main Street, City, ST, Customer Service Representatives are on the First Floor to the left as you enter through the main door.

Thank you for your prompt attention to this important matter.

Sincerely,
 GRN ENERGY Customer Service





Enterprise Customer Communications

- Emerging business drivers are shifting the focus of communication projects from batch to on-demand and interactive
 - Customer Retention
 - Customer Experience Management
 - Easy to Do Business With
 - Business Agility
 - Regulatory Compliance





Today's Interactive Communications

- Typically created in Microsoft® Word
 - Error Prone
 - Allow too much end-user control
 - Overgrown Word Macro Solutions
- Or via expensive host applications
 - Doesn't allow enough end-user control
 - Costly to maintain





EngageOne Interactive Communications

- Software Solution for Interactive Documents
 - Provides the tool for integrated customer experience management across the enterprise that enables spanning different operational functions in a consistent customer focused manner.
 - Providing the end-user with the necessary flexibility and the business with the right amount of control



EngageOne for the Business

- Robust system monitoring provides the business with important system utilization metrics
 - Supports predictive analysis on system usage and growth
 - Improves communication quality through system utilization metrics



EngageOne for the Back Office

- Multi-Channel Delivery
 - Print, Email, Fax, SMS, Archive supporting Green initiatives
 - Supporting both real-time and batch as appropriate
 - Postal savings realized by batch accumulation and postal sorting for previously unmanaged content is tremendous
- Integration with LDAP and Active Directory for user authentication



EngageOne Application Integration

- Out-of-the-box application can be loosely coupled with the business applications
 - supporting quick prototypes and low cost of entry
- Full compliment of web services allow for tight integration into a front-end business system
 - Enabling efficiency and accuracy





Engage Infrastructure

- J2EE SOA architecture supporting industry standard application server platforms
 - Reliable
 - Scalable
 - Manageable
- Commercial grade scalability and performance supporting thousands of concurrent users and requests
 - Reduced costs (both human and infrastructure)
 - Easily meet service level agreements



A Preview

