



CCM & Output Advisory Services

Independent, objective & specialist advice for those who create, manage, and deliver high-volume personalised customer communication.



If the technology, systems, and processes required to deliver high-volume personalised customer communication is not your 'core business', is this an area for potential waste in your business? Our clients regard **The Document Institute** as #1 in providing independent, objective advice in this specialist area.

*How much is **what you don't know you don't know** costing your business?*

Whether destined for print or digital delivery, the process of choosing suppliers or technology to create your customer communication typically occurs every 2, 5, or even 10 or more years. Regardless of the reason, we often see a significant personnel change in these time lines, as well as complementary systems & technology.

Over decades, our knowledge and expertise in the printing, communication, and electronic document industries has been accumulated through working with clients in 5 continents across the entire document systems lifecycle. We have helped them implement innovative solutions to deliver exceptional customer communication solutions that achieve amazing results.

Not just limited to hardware and software technology, **The Document Institute** can advise around the needs and requirements of your suppliers. In addition, we can work with you on and around postal standards and other logistics issues involved in delivering physical documents or other items.

Request for Tender?

Whether you go through a request for tender or request for proposal process, are you asking the right questions?

*Have the **right team** on your side*

Where it's not your 'core business', appreciation for the level of awareness personnel need to have prior to

embarking on new corporate strategies or projects is very important. Experience tells us that when businesses make strategic changes to the process and workflow of creating their customer communication, there tends to be an awareness gap in the specialist areas across the Document Production Workflow.

This is likely the most complex of all enterprise systems to implement and manage, and therefore a specialist area that many companies feel is simple, but as our clients testify, it's anything but.

When selecting the best technology and suppliers for your most important customer communications, **it's important to have the right team on your side.**

*Are you **asking the right questions** of your potential suppliers?*

*"At the **Lamson Paragon Group** we are always looking for opportunities to improve our performance. **The Document Institute** has great knowledge and insight from real industry experience in document management and production. They helped us find numerous opportunities that added further value to our existing partners. This led to savings for our partners, as well as a stronger relationship and brand presence for us. The additional expertise truly added value to all stakeholders."*

**Rodney Frost – Group General Manager
The Lamson Paragon Group of Companies**

If you would like to discuss how we can help your business in this specialist area, please [contact us](#) today.



Educating ■ Consulting ■ Transforming

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