

# Document Output and Customer Communication Management

Providing marketing information on the customer document instead of a separate medium increases awareness from 2 % up to 18 %

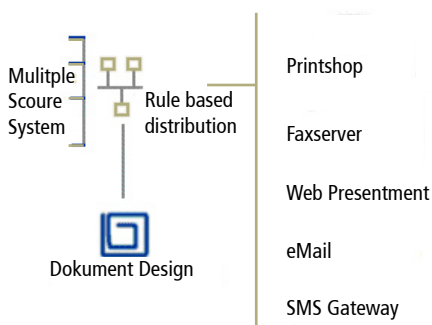
Improve efficiency in customer documents being the most frequent way of customer contact

- Integrate high volume and online document generation in one solution
- Provide customer documents through multiple output channels like Print shop, email, facsimile or web
- Stand out from the crowd of your competitors with personalized document content
- Provide hot billing information to your customers as invoice documents
- End-to-End process from the source system to document delivery
- GUI based document and letter design
- The same layout for all output formats and output channels – high volume and ad-hoc (online) generation
- Standard based interfaces and configuration (XML / XSLT)

danets product Document System Solution (DSS) is available since more than 6 years with a customer base in more than ten countries.

The integration of high volume generation with online generation is the main unique selling proposition of DSS that stands out from the competition.

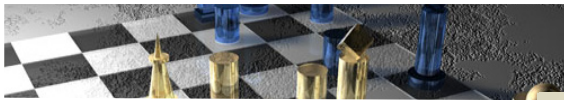
danet<sup>Group</sup>



## Your benefit

- 30 % less effort for system operation and maintenance
- 50 % less effort for template changes
- Errors during document generation within active Call Center marketing can be cut from 20 % down to 2 %
- Document generation and delivery costs can be cut up to 70 % with electronic bill presentment
- Provide online generated hot billing invoices
- By presenting clearly structured information on customer documents you can decrease the number of call center calls significantly
- Improved customer retention with multiple communication channels and high document quality in every format

## Document Output - examples:



Danet Group - ServiceStreet, 10, 64331 Far Away  
 2/605347180E1  
 Mr. Günter Miller  
 Gutenbergstr. 106  
 4331 Weiterstadt

Document ID.: 102087  
 Customer ID.: 81  
 Date: 200  
 Page

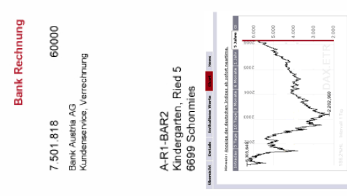
### Statement

From 2004/01/13 until 2004/02/02

Base / Month	Tax %	Net	
1Credit Card 947 622 656 9637 clearing	16 %	4,27	
1Credit Card 111 222 656 9637 clearing	16 %	0,00	
		4,27	
<b>Turnover</b>			
Credit interest	10 %	9,51	
		9,51	
<b>Additional Cost</b>			
Unused credit card	16 %	1,94	
		1,94	
<b>Net:</b>		15,72	
<b>Tax %</b>	<b>Net</b>	<b>Tax Amount</b>	<b>Total</b>
16%	15,72	2,52	18,24
SUM	15,72	2,52	18,24

We will debit the amount of 18,24 EUR at 01.01.2006 from your account:  
 29478433, Sparda-Bank Manhattan, BLZ 55 090 500

Danet Group- Gutenbergstr.10 - D-64331 Weiterstadt - Bank Account: Deutsche Bank AG, Düsseldorf (BLZ300 700 10) 111 1111



Energie AG, Lichtstrasse 1000, 33445 City

**Energie AG südwest**

Tel.: (06151) - 868-100  
 Fax: (06151) - 868-131

Ihr Ansprechpartner: Herr Sachbearbeiter  
 Vertragsnummer:  
 Gerätenummer:  
 Objekt:

01.Januar 2007

Sehr geehrte Frau Schröder,

wir begrüßen Sie als Kunde für den Bereich.

Der Gesamtzählerstand bei Vertragsabschluss ist:  
 Der Zählerstand Tagstrom ist:  
 Der Zählerstand Nachtstrom ist:

Für Ihre Fragen sind wir immer offen. Sie erreichen uns unter der angegebenen Telefon-Nummer. Herr Sachbearbeiter wird Ihnen mit Rat und Tat zur Seite stehen.

Ausserhalb der Geschäftszeiten können Sie uns auch im Internet erreichen.  
<http://energieag.de/service>

Mit freundlichen Grüßen  
 Ihr Sachbearbeiter

Neben der Stromversorgung bieten wir Ihnen folgende Leistung:

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## Danet – your business partner

You will meet your business goals by satisfying your customers, with innovative offers and flexible structures.

In order to attain this goal you need IT Solutions. IT Solutions which are not a means to an end but act as drivers to increase your competitive position. This understanding is the basis of our mission:

...more than IT Solutions

We support you with industry-specific know-how, business process competence and highly motivated employees, and we push your objectives with creativity, competence, experience and passion. Only your success is our guideline.

Contact us for more details - we will be pleased to present our solution and open up new vistas for your business.

Danet Group  
 Gutenbergstr.10

64331 Weiterstadt

Phone +49-61 51 86 80  
 Mobil +49-61 51 86 81 31  
[info@danet.de](mailto:info@danet.de)  
[www.danet.com](http://www.danet.com)