



Intelligent Control for your Customer Communications



Personalized, relevant and consistent communications are the driving force behind good customer experiences

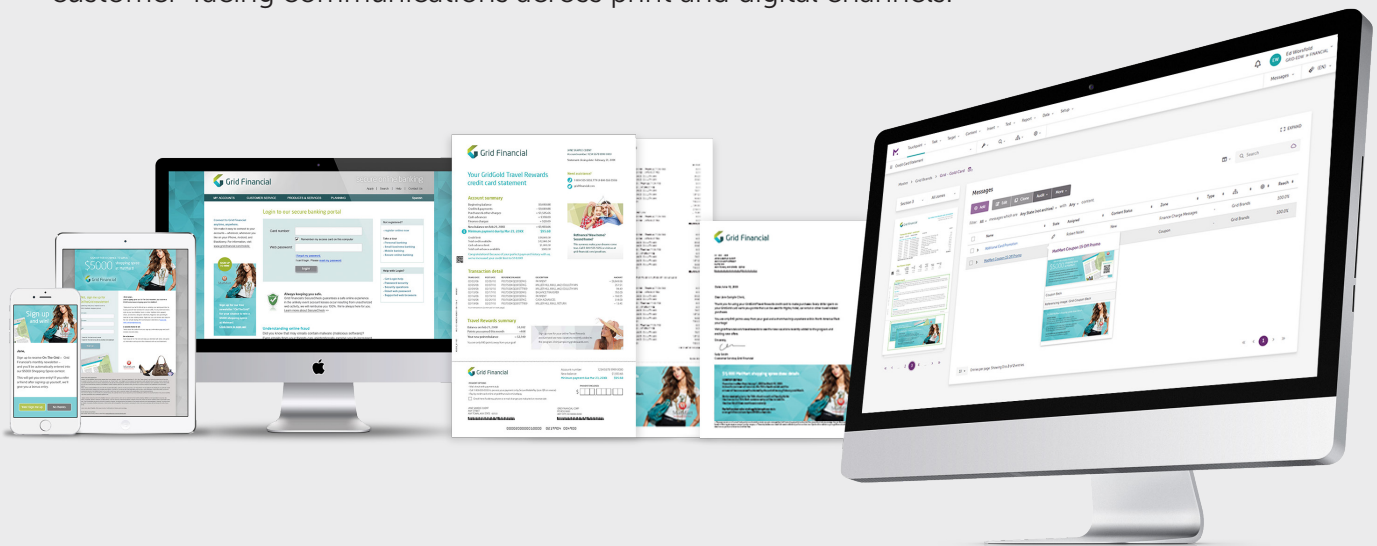
Research from leading analysts finds that the level of quality, consistency, and personalization of your customer communications can have a dramatic effect on customer experience and your bottom line. Within large organizations and regulated industries however, this is easier said than done.

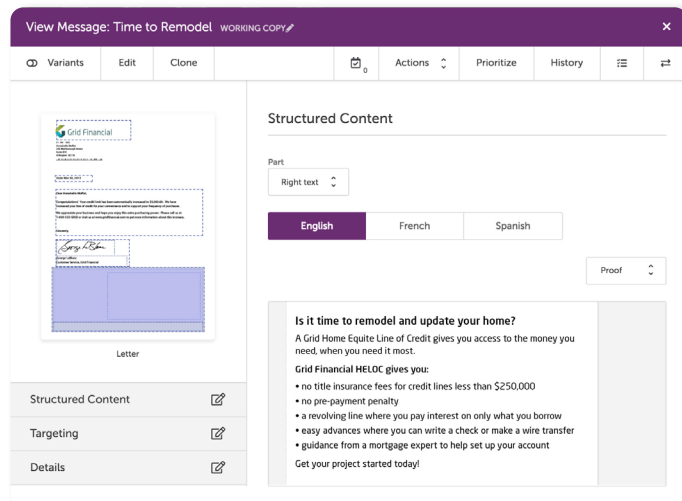
The sheer volume of communications that need to be managed and the complexity that regulatory and shared content adds to the mix make it extremely difficult to drive real personalization and consistency at scale.

Unlike legacy customer communications management (CCM) systems, Messagepoint was specifically designed to empower business users to optimize, author, share, and more effectively manage content, from the simple to the complex. Only Messagepoint leverages AI capabilities through the Messagepoint Advanced Rationalization and Content Intelligence Engine (MARCIE) that acts as an intelligent assistant to drive clarity, consistency, brand alignment, compliance, and translation across all your customer communication channels.

And Messagepoint significantly reduces your reliance on IT by putting control into the hands of the content authors—your marketers, product owners, customer experience and servicing teams—enabling them to directly create, edit, and manage highly personalized, consistent, and compliant customer communications.

Whether dealing with correspondence or more complex documents, Messagepoint uniquely enables content authors to efficiently build and deliver timely, relevant and compliant customer-facing communications across print and digital channels.



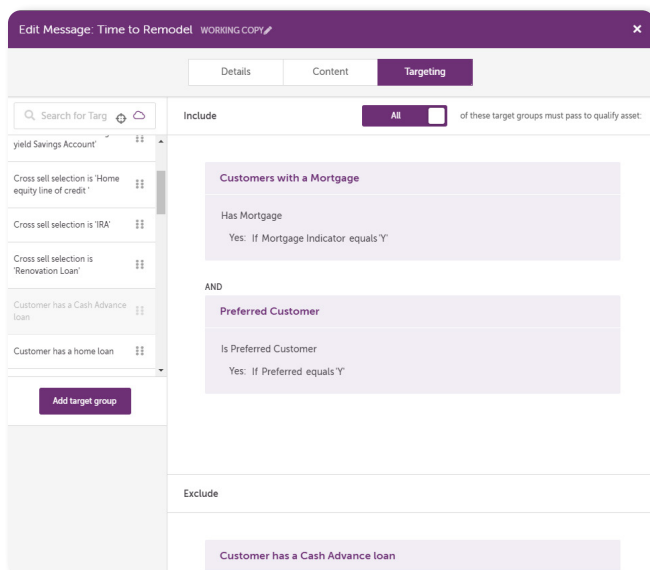
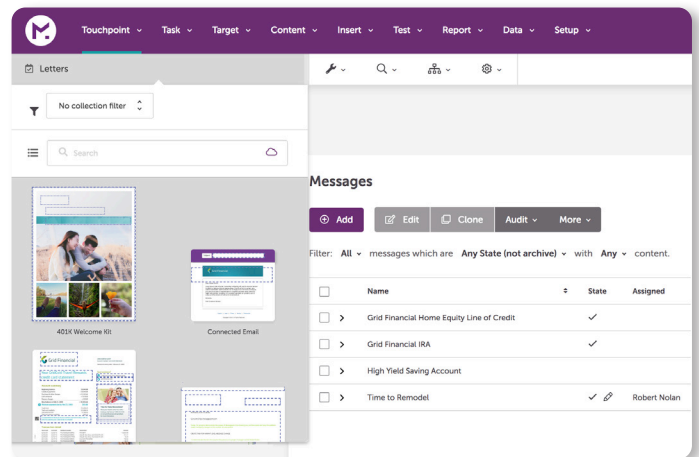


Manage your content intelligently

Only Messagepoint provides an intelligent content hub for customer communications, enabling teams to centrally manage and share pieces of content across teams, communications, touchpoints and channels. Our powerful content management capabilities dramatically reduce time to market, simplify change management and ensure consistency and compliance across your library of communications.

Empower content authors

With Messagepoint, your marketers, product owners and customer experience teams won't have to manage messaging content and targeting rules in spreadsheets and send them to IT for programming. Messagepoint empowers your content authors with hands-on control over creating, editing, and managing content and rules, so you can get your communications out the door faster than ever before.



Deliver exceptional customer experiences with highly personalized communications

Messagepoint makes it easy to achieve advanced levels of personalization using intuitive natural language targeting and variables that drive personalized, relevant text and images based on preferences, behaviors, or demographics—and while these capabilities are advanced, you don't have to be a programmer to do it.



Get to digital faster

You need to be able to communicate with customers through the channels they want. Today, more than ever, that often means digital. Messagepoint makes it easy to manage print and digital communications all in one place, sharing content and branding across the channels where appropriate for greater efficiency.

Messagepoint packaged integrations to Salesforce Marketing Cloud, Twilio, Clickatell, SendGrid and Sparkpost ensure that you can support and send composed communications via your customers channel of choice such as email, SMS, or even WhatsApp.

The best part is, we make it easy to ensure your customers receive communications through the channel of their choice.

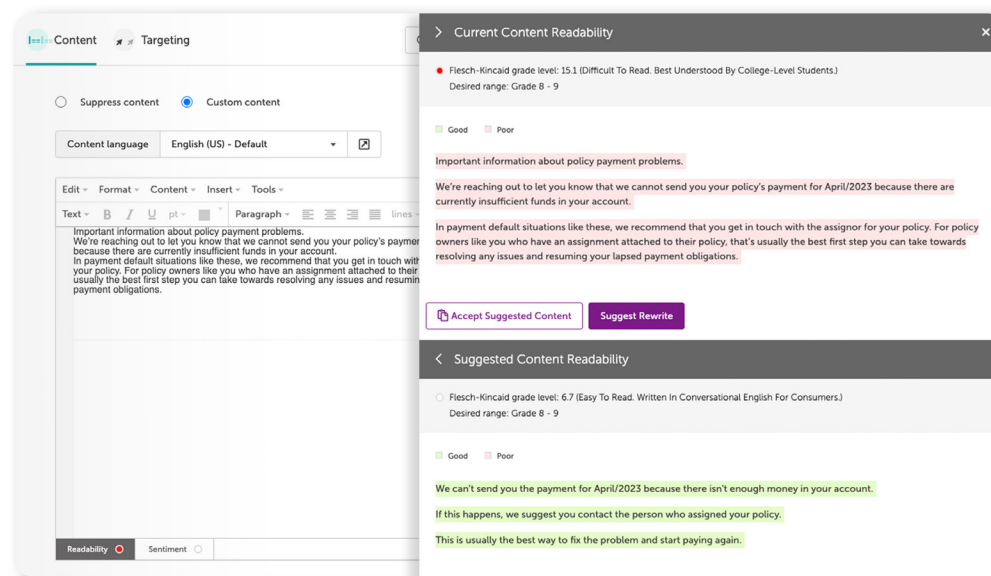
Deliver better digital experiences with API-centric headless CCM solutions

Messagepoint's headless CCM capabilities enable you to leverage the same rich, data-driven content that you leverage for traditional communications to deliver relevant, personalized, and responsive digital experiences. Messagepoint's RESTful APIs enable your content to be shared across digital endpoints in HTML or JSON formats, giving you the flexibility you need to meet the requirements of your digital endpoints.

Analyze, optimize, and translate content with Assisted Authoring

Messagepoint's Assisted Authoring capabilities provide an intelligent assistant to accelerate the creation of clear, consistent, and easy to understand communications, enhance the quality and efficiency of translation, while enabling you to retain complete control over your content. Powered by the Messagepoint Advanced Rationalization and Content Intelligence Engine (MARCIE) and augmented by generative AI, these capabilities enable you to both analyze and receive rewrite suggestions to optimize your content while preserving intended meaning.

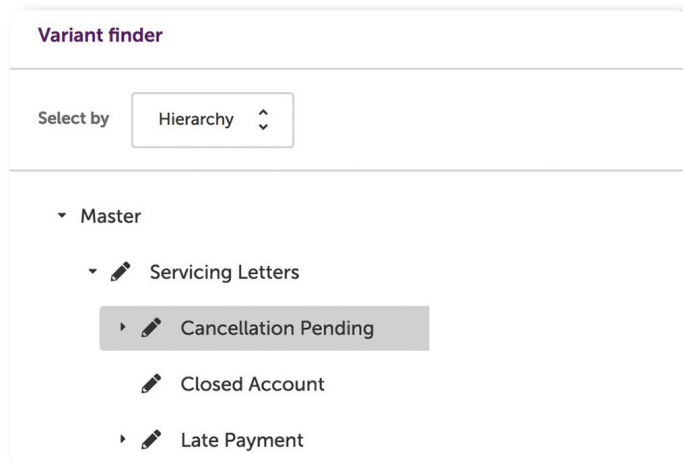
- Identify duplicate and similar content so you can reuse what's already there for increased consistency and efficiency.
- Translate your content into over 80 languages with the click of a button so that you can more easily serve your customers in their preferred language.
- Translation glossaries which ensure that sensitive content such as regulatory language, or corporate terminology gets translated the exact same way every time.
- Assess the quality and accuracy of translated content to ensure that semantic meaning, variable content, formatting, styles, and named entities are aligned across translated versions.
- Make customer communications easier to understand by aligning your content to the ISO plain language standards.
- Measure the reading comprehension level of your content using Flesch-Kincaid reading level scoring and suggested rewrites to revise content to a more accessible level.
- Tune the sentiment of your content so that you can more persuasively connect with your audience.
- Rewrite content according to a specified length, accelerating the creation of renditions and the move to digital.
- Control adherence to brand guidelines with a custom Brand Profile to flag the use of restricted terms and enforce standard treatments for legal marks, spaces, contractions, sentence length, and more.



Messagepoint's AI capabilities act as an intelligent assistant to streamline the processes of authoring, editing and optimizing content while enabling you to retain full control over the messaging and communication.

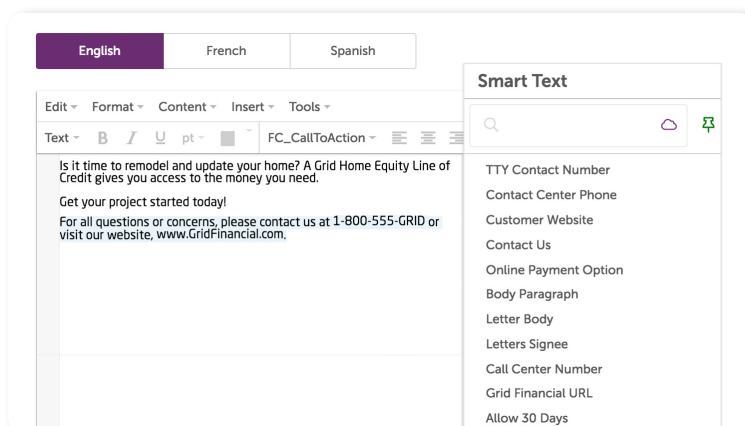
Eliminate duplicate touchpoints and embrace the power of variation management

Messagepoint's patented Variation Management is absolutely unique, eliminating the need to create, update, and manage many instances of similar templates and documents. Variation Management enables the creation of a master touchpoint that shares formatting and content down to its variants and sub-variants of the communication. This inheritance provides a powerful and efficient way to enable the rapid creation of similar communications, and streamline the overall management of your communications library while driving personalization.



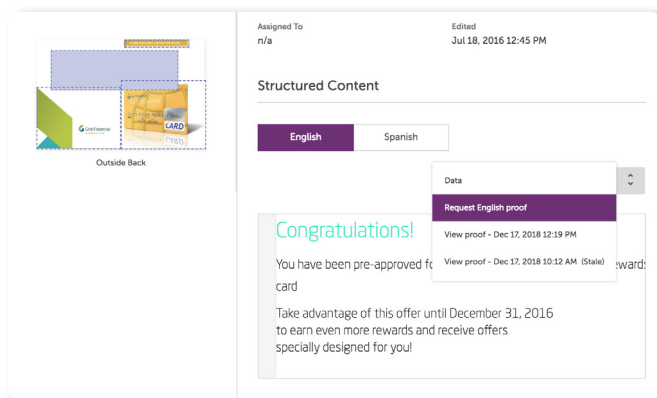
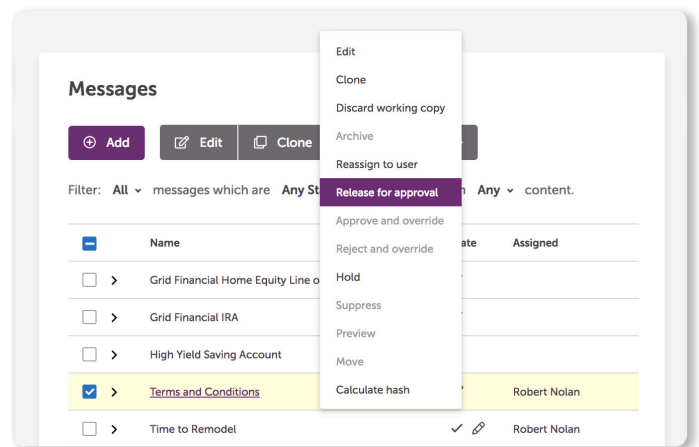
Global content sharing for a single point of change and control

Using Messagepoint's SmartText, content authors can share content across communications. This not only makes it faster and easier to ensure approved content is used in a communication, but it also enables users to make a change to content once and have the update appear in every instance of the SmartText. Imagine the power of being able to make a change across hundreds or thousands of documents or emails in a matter of seconds.



Ensure compliance

Messagepoint's unique ability to centrally manage and share content ensures that key content owners (legal, brand managers, etc.) can easily review, update and manage their assigned pieces of content to ensure consistency and compliance.

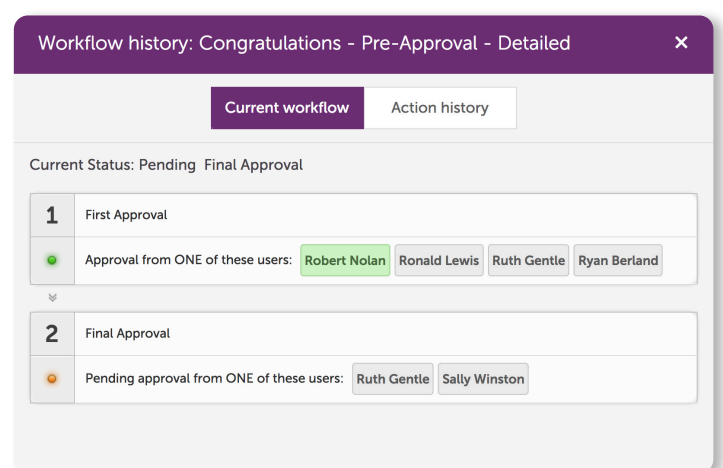


Proof and test in real-time—without the need for IT

Users can quickly proof what they have created and get an exact rendition of what will be executed in production by leveraging sample data to validate targeting rules. For example, a proof can be generated to check that a communication is going to the right individuals.

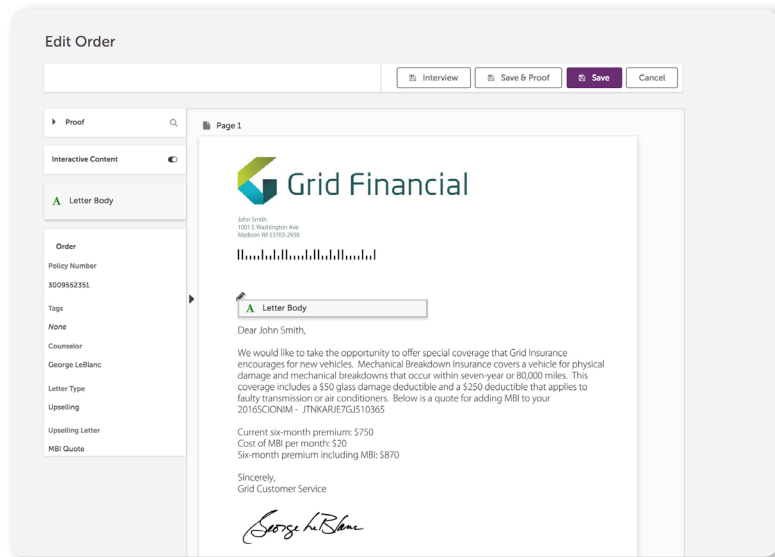
Collaborate with your team and third-parties

Messagepoint enables you to assign content tasks such as creation, updates, approvals or reviews to your team members or send content for translation to a trusted translation service provider. Workflows configured according to your needs, with the flexibility to have steps executed sequentially or in parallel, enabling efficiency and preventing bottlenecks in your change cycles.



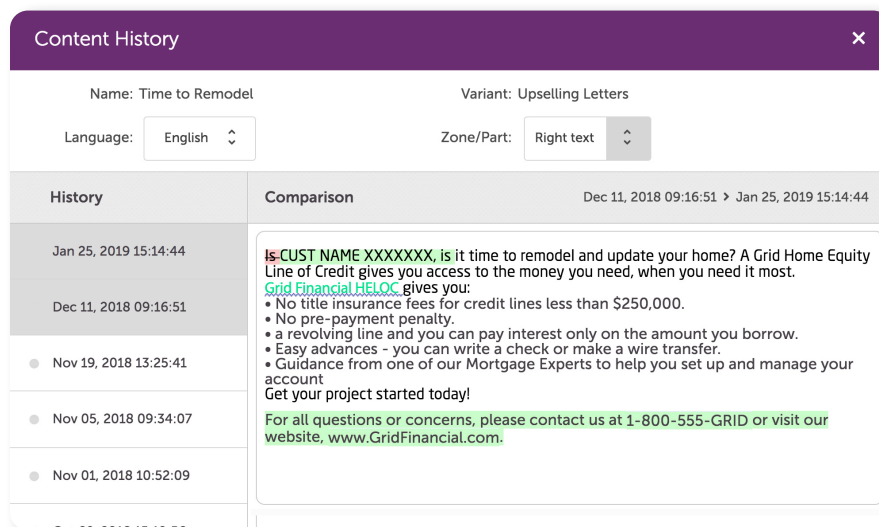
Generate batch and one-off communications

Messagepoint supports one-off transactional requests in-flight, such as a letter or email to a single individual, as well as the creation of large batch job communications, such as direct mail or annual policy updates.



Manage versions and compare history

Messagepoint stores older versions of your messages, so you can easily retrieve old versions and compare content to determine what additions, deletions, and style changes happened between versions, taking the guesswork out of what changed and when. In addition, start and end dates can be set for individual pieces of content to enable users to set up, test, and approve content before it is used, such as for a time-sensitive offer. When the qualifying dates are true, the new content will appear in your customer communications.



Our cloud or your cloud

Messagepoint can be deployed in a variety of ways to meet your organization's needs. Deployment using a hybrid cloud model enables you to realize the benefits of managing your content in the cloud, while keeping customer data and production processing behind your firewall.

To leverage the benefits of security and simplicity provided by a full cloud deployment, you can choose to also run production processing in the Messagepoint-managed cloud or in your own private cloud.

Real customer results



**Time to create
new communications**

26 WEEKS DOWN TO 1

Get materials out the door faster

Dramatically reduce cycle times by putting control into the hands of content authors where it belongs.



**Changes required to
update a logo**

332 CHANGES DOWN TO 1

Share content for quicker changes

Centrally manage common content, making an edit once and applying it globally. And never update the same piece of content over and over again.



**Email templates
to manage**

90 TEMPLATES DOWN TO 1

Reduce time spent managing templates

Cut down the time and effort required to manage templates with a master version that shares structure and content on the variant and sub-variant level.

"Being able to leverage the Messagepoint platform allows us to standardize and improve how client documents are created, maintained, and delivered to our clients."

– Laurieann Miller, Director of Client Services, The Co-operators

Solution Add-ons

Messagepoint Connected

Using Messagepoint Connected, frontline workers can quickly and easily request and personalize customer-focused communications and put them into production—without the need to involve IT.

Messagepoint QA Module

Messagepoint's QA Module is an add-on to the Messagepoint platform that enables your teams to take control over the quality assurance process with task management, real-time visibility into status, and advanced visualization and tracking for the changes required in your critical customer communications.

Messagepoint Composer

Messagepoint Composer complements Messagepoint's intelligent content hub by taking care of the composition and post-composition work required to get your communications in front of customers. This high-performing and highly scalable solution provides a comprehensive suite of capabilities that ensure you can securely and confidently meet SLAs and get the right communications out the door to the right customers.

Messagepoint for Salesforce

Leverage Messagepoint for Salesforce Sales & Service Cloud and Journey Builder to deliver better customer experiences through more personalized, consistent and compliant communications.

Messagepoint Touchpoint Exchange

Messagepoint Touchpoint Exchange is a unique solution that enables organizations to create model touchpoints containing both standard layouts and content to share securely with others. Whether you're part of a large organization that is looking to share standard document formats across your organization, or a service provider looking to standardize content and touchpoints for a specific vertical solution, Messagepoint makes it easy to publish, update, distribute and synch model documents.

Messagepoint ECP

Messagepoint ECP complements Messagepoint's intelligent content hub by streamlining the post-composition work required to produce and deliver your communications to your customers. This high-performing and highly scalable Enterprise Communications Processing solution provides a comprehensive suite of capabilities that ensure you can securely and confidently meet SLAs and compliance requirements.

Messagepoint Connectors and Integrations

Messagepoint provides composition capabilities through Messagepoint Composer, as well as integration options and packaged integrations to legacy customer communications management (CCM) tools and other digital communications systems.

These integrations enable you to leverage current investments and delivery infrastructure while making it easy to adopt Messagepoint.

Print composition connectors

MESSAGEPOINT
COMPOSER

SEFAS
A DOCAPOSTE COMPANY

doxee

OpenText™ Exstream™

Quadient®

Digital connectors and integrations



SPARKPOST

Clickatell™
Mobile Touch. Multiplied.



SendGrid

Generative AI



DeepL

MARCIE, Messagepoint's AI-powered Content Intelligence engine, is augmented with generative AI to support content rewrites across the Messagepoint platform. Accelerate content authoring, optimization, and translation while retaining complete control over your content and communications.

Other products by Messagepoint

Rationalizer

Rationalizer leverages the power of AI to automate the migration and optimization of your legacy communications to modern environments.

Healthcare Touchpoint Exchange

The Healthcare Touchpoint Exchange is purpose-built to streamline the creation and annual update of Annual Notice of Change (ANOC), Evidence of Coverage (EOC) and Summary of Benefit (SB) documents.



Chosen by leaders across the globe

2/4 TOP U.S.
BANKS

2/3 TOP CANADIAN
BANKS

3/5 TOP U.S.
HEALTH PAYERS

2/4 TOP U.S.
P&C COMPANIES

Messagepoint is used by industry leaders in financial services, insurance, and healthcare. If you are not using Messagepoint, it's time to ask yourself—why not?

To learn more about Messagepoint, visit messagepoint.com. If you're interested in scheduling a demo, please contact us at 1-800-492-4103, or email us at info@messagepoint.com.

