



TuringText Customer Communications Management (CCM) helps insurance companies build trust and loyalty with policyholders across every message, everywhere, in less time.

Are you ready to future-proof your business and tackle the communication challenges of tomorrow, today?

The insurance industry is navigating a rapidly evolving digital transformation and customer experience, where managing complex, omnichannel document workflows in business processes has become increasingly challenging for teams across business development, marketing, operations, and IT. Policyholders now expect more than just static, one-size-fits-all documents — they seek personalized, dynamic, and accessible communication that meets their needs across

multiple channels. TuringText's Customer Communications Management (CCM) solution empowers insurers to streamline and automate these processes, ensuring **the seamless, accurate delivery of critical documents, from new policies and claims to billing records and policy updates.** By simplifying document management and enhancing engagement, we help you exceed customer expectations while supporting you every step of the way.

Turingtext

Flexible Ecosystem Integration and End-to-End Business Processes

TuringText offers a comprehensive document processing and integration solution for insurance companies of all sizes. Our platform streamlines the entire content lifecycle by seamlessly extracting and integrating source data to automate the creation of personalized, dynamic communications. We ensure secure, accurate, and timely content delivery across your preferred omnichannel channels, helping you boost client engagement, optimize operations, and elevate the customer experience. With TuringText's Customer Communications Management (CCM) solution, you won't just meet expectations — you'll exceed them, with our support every step of the way.



Integration with Third-Party Upstream Systems

Our CCM platform easily connects with your existing Policy Administration Systems (PAS), Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) systems, and other databases to process data in batches or in real time.

Adapter: Automating Content Distribution

With the TuringText CCM Adapter, file production requests are automated based on predefined workflow instructions and business rules.

Orchestrator & Content Production

The TuringText CCM Orchestrator optimizes workflow configurations and resource allocation to maintain production efficiency and content accuracy. Our proprietary document rendering engine is at the core of our platform, engineered to handle large-scale variable data-enabled output, rendering hundreds of thousands of dynamic, personalized documents overnight.

Visual Verification & Automated Content Publishing

Accurate communication is critical in the insurance industry. TuringText is the only CCM provider integrating a built-in visual content verification tool into the workflow. Our advanced file comparison system inspects all rendered content, ensuring precision and accuracy before

publication. This proactive approach helps maintain compliance, enhance reliability, and prevent costly errors.

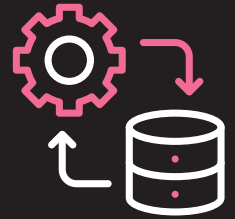


Downstream System Integration for Content Distribution

Whether you use an external distribution service provider or need to leverage TuringText's ecosystem, our platform easily integrates with downstream systems for secure, seamless omnichannel delivery. Data integrity and security are paramount—all files are compressed and encrypted before transmission using your chosen delivery protocols.

TuringText Customer Communications Management Solution Simplifies Complexity.

Our intelligent, customizable workflow ensures that content production and distribution are automated, saving valuable time and allowing your team to focus on high-priority, revenue-generating tasks. TuringText CCM is **scalable**, easy to deploy, and integrates smoothly with your existing systems, providing a seamless, connected experience for both your team and your customers.



Everything, Everywhere, ALL AT ONCE

- Create once, publish everywhere—streamline your communications across all channels seamlessly.
- Design templates for **print**, **web**, and **mobile-friendly formats** such as **mobile apps**, ensuring consistent and engaging content distribution.
- Deliver dynamic, interactive communications that enhance customer engagement and elevate their experience.
- Build and manage personalized document templates with multi-brand support, multilingual capabilities, and version control.

Flexible Deployment Options Tailored to Your Needs

TuringText Elevate

Opt for a fully managed software-as-a-solution (SaaS), subscription-based model to simplify operations and reduce costs.

TuringText Orbit

Combine the best of both worlds with a managed hosting solution for seamless integration and support from our dedicated project management team.

TuringText Titan

Maintain complete control by hosting your Customer Communications Management (CCM) infrastructure on your own servers.

Flexible Ecosystem Integration

Easily integrates with PAS, ERP, CRM, and other third-party systems to extend the power of dynamic datasets for personalized communications.

To Print or Not to Print: We've Got You Covered

Need help with mailings? TuringText partners with industry leaders to automate and outsource your printing and mailing needs. Our customizable Printing Driver Solution simplifies distribution across digital and print channels, ensuring cost-effective mailings and maximizing discounts. We guarantee efficient, seamless delivery to your audience, whether digital or print.



Ensure Accuracy and Compliance Instantly with DocLens

Mistakes can happen, whether tasks are handled manually or through automation. That's why having a reliable verification process is crucial. TuringText stands out with its built-in DocLens verification tool, enabling you to detect errors in large batch files or single-document comparisons quickly. This ensures accuracy, consistency, and compliance across your omnichannel communications with minimal manual effort.

With TuringText's CCM solution, managing version control and archiving is streamlined. Our solution allows you to pull past dynamic data and apply it to previous document templates when needed. The built-in version history control feature will enable you to track periodic content changes, ensuring your documents stay compliant and up to date. DocLens helps you compare these changes efficiently across contracts, agreements, notifications, and more so you stay prepared for unforeseen circumstances while maintaining the highest standards of accuracy and compliance.

Multilingual Capabilities for Global Reach and Compliance

TuringText CCM is the only customer communication management solution in the industry that enables you to generate both the source document and its multilingual versions **simultaneously**, streamlining communication across regions.

Generative AI for fast, automated translations for general consumer communications.

Professional Managed Workflow for regulated industries, ensuring compliance with industry standards.

TuringText supports all languages, including optimizations for **CJK (Chinese, Japanese, Korean)**, while ensuring proper formatting and cost-efficient electronic and print outputs. Integrated **approval workflows** ensure compliance, giving you peace of mind as you reach a global audience.



Document Accessibility: Making Communication Inclusive

Inclusive communication is essential. TuringText CCM automatically generates personalized, enlarged letters and notifications in Large Print format, following the **American Disability Act (ADA)** of the United States of America guidelines, to help individuals with low vision or reading difficulties, like dyslexia, access your communications.

Manual processes for tasks like enlarging fonts often involve multiple parties, leading to wasted time, increased costs, and errors that result in compliance issues and poor customer experiences. TuringText CCM automates this, generating both standard and accessible formats in one place, saving time and money while improving accessibility and reducing risks.

We also offer PDF remediation services to ensure compliance with **Section 508** and **WCAG** standards, making your PDFs accessible to individuals with disabilities and providing an inclusive user experience across all digital platforms.

Step Into the Future of CCM with TuringText

See TuringText's CCM in Action—schedule a demo with us today!

Turingtext
A Pixroller Company

About TuringText

TuringText, an ISO/IEC 27001-certified company, is a leader in adaptive software development, providing robust and scalable solutions for a wide range of business environments. As a subsidiary of Pixroller Publishing Solutions in the USA, we draw on over 20 years of expertise in multilingual desktop publishing and translation workflows. Our in-house team of front-end and back-end developers serves global clients in regulated industries, delivering cutting-edge solutions that integrate advanced project management systems and comprehensive data automation.

For more information, please visit www.turingtext.io.



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