



# SECURE PRINT COMMUNICATIONS



AN RR DONNELLEY COMPANY





## OUR APPROACH TO SECURE COMMUNICATIONS

With all the new federal regulations in the healthcare arena, and strict standards in the banking and financial realm, companies are scrambling to overhaul their processes to meet stricter requirements, comply with security measures and prepare for higher member volumes.

How do you meet these demands while you simultaneously ensure you are keeping costs down for your company?

AGS has nearly 40 years of experience with printing data to pages. Our focus has always been — and remains—on using innovative technology to create solutions that address a company’s challenges and business needs.

Our secure member solutions focus on working with you to create a custom, scalable automated workflow designed to address the unique business needs of your company. This individual workflow is driven by a print-on-demand website, exclusively developed by AGS. Your unique web portal is created based on the requirements we discuss and the specific print output your organization requires.

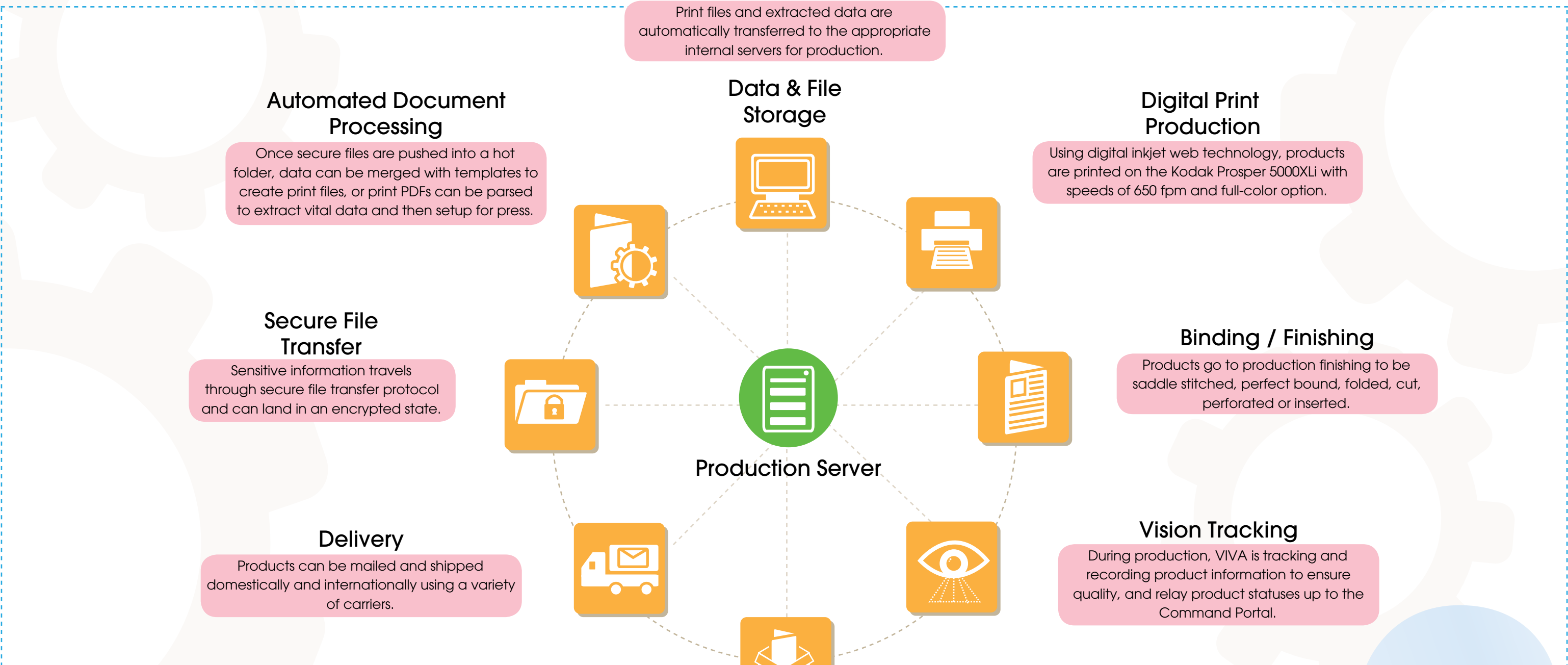
## INDUSTRIES WE SERVE

A variety of industries are responsible for sending out secure communications as part of their service functions. Secure communications can range from a traffic ticket from your local county’s government office—or your confirmation of benefits statement from your health insurance provider. These two products are different in purpose and industry, but contain one defining feature: both products contain sensitive personal information.

No matter what the industry, product, or service, any type of communication containing sensitive information needs to be handled with the utmost security to protect one’s identity and privacy.

- **Healthcare** - Population health management, patient engagement, medical records, high-risk notifications
- **Insurance** - Policies, confirmation of benefits, claims, payment statements, open enrollment, ID cards
- **Banking** - New account welcome kits, personal finance statements, account activity, change alerts
- **Financial** - Brokerage statements, investment portfolios
- **Government** - County, state, and federal public notifications
- **Education** - student assessment reports, standardized tests and assessments





## Command Portal

Part of a web-based software application, the Command Portal receives information from the Production Server to allow clients to edit, view, manage and control the workflow of their product.

Depending on client needs, the Command Portal can be customized to meet goals.

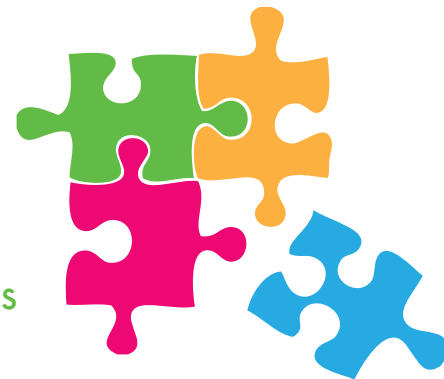
### KEY FEATURES

- Manage complex rules for variable data used in Automated Document Processing
- View and approve proofs
- Grant and restrict access for different users
- Real-time production and inventory updates
- Create, edit, and store art templates used in Automated Document Processing
- Manage e-mail notifications
- View and download production reports for reconciliation or billing purposes

**AGS** print & marketing communications

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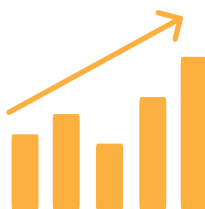
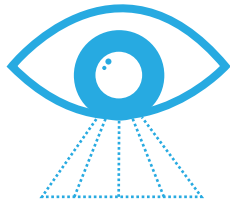
# KEY COMPONENTS



Using a workflow designed specifically for your organization will save you time, money and hassle. AGS's secure member solutions can manage your company's entire print workflow from start to finish. Trust us to deliver.

## SECURITY

Clients never have to worry about sending or printing files with sensitive information at AGS. Every staff member at AGS undergoes HIPAA Awareness and Security Training to ensure compliance with federal regulations. And at AGS, security is of the utmost importance. In addition to standard protocol like secure destruction of records and materials upon conclusion of a project, AGS also restricts access to specific areas of its facility through key codes and card swipe access.



## REPORTING

Clients have access to reporting on their terms. Need data on a daily or weekly basis? No problem. Data automation and the VIVA system allow AGS to create custom reports to accommodate your unique needs.

## CONTROL

Using the web-based Command Portal, clients have the ability to edit and manage areas of their workflow with a few clicks of a button instead of needing to spend hours working with technical support. Our software application becomes part of the client's daily work routine.



# CLIENT CONTROL

Need a management tool that allows you to get exactly what you need out of your print workflow? The AGS Command Portal can be customized to fit whatever needs you, your company and your clients need to accomplish tasks efficiently. You ask. We deliver.



## CUSTOMIZATION

This B2B software solution allows clients to have insight and control into their complex print workflows. We design the site to be used as a tool within the client's business practice, allowing them to make necessary changes to workflows, instead of having to call technical support.

Functions of the site can be altered as needed depending upon the goal of the client workflow. If you need a task that cleanses address list for more accurate postal delivery, we can add that functionality. If you do not want to receive daily status e-mails, we can remove that. We create a solution truly tailored to meet your needs.

## DATA MAPPING

Secure communications are data driven, so understanding and mapping the data correctly is crucial to conveying the correct information. Within the Command Portal, clients can map certain data fields to the correct art templates based on their specific data rules and logic. Once the appropriate data file has been transferred to a hot folder, Automated Document Processing begins and creates print files based on the rules logic the client has determined within the site.

Program	Reason	Language	Welcome Kit Code	Region	Frequency
QMXHPQ3828	N				M
QMXHPQ3828	N	Russian			M
QMXHPQ3828	N	Spanish			M
QMXHPQ3828	N	Vietnamese			M
MHDHP22229	N				M
QMXHPQ3824	N				M
MHDHP22220	N				M
QMXHPQ3825	N				M

# CURRENT USES

There is no better way to understand an offering than by seeing it in action. AGS has implemented secure communications workflows for a variety of our customers.

## GEO-CODED DIRECTORIES

AGS worked with a large healthcare provider to create a geo-coding directory site for its members. AGS was able to produce customized provider directories for members based on zip code, significantly reducing page counts and ultimately, costs. By reducing the page count, directories are more user-friendly, allowing members to obtain the information they need right away. The website houses and controls the complex rules for geocoding - members can go on the site and update their rules at anytime if anything changes in the healthcare world. The site allows for quick and flexible changes without any delays.

## MEMBER CARD AND WELCOME KIT FULFILLMENT

A national Medicare and Medicaid provider turned to AGS to create an automated workflow including a Command Portal to manage the production of their member ID cards and welcome kits. AGS was able to create a site to segment the various categories that determined the type of card and welcome kit for individual members based on the health plan they are enrolled in. The site allows the client to approve proofs, manage various kit builds, monitor production and capture reporting data.

"In a typical environment you use several tools pieced together to solve a problem or create a customer solution. In this setup, you may or may not accomplish all of the finite details for a client with your off-the-shelf solutions.

With AGS, we leverage carefully written base modules, topped with custom details to create a speedy one-of-a-kind application. This application can then continue to be refined as you grow with the needs of your customer and changing technology."

- Cory Sawatzki, TSG  
Director of Print Automation



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