



PRESS RELEASE

Horizontech implements first integrated Cloud for Automated Returned Mail with leading Financial Services Company

First U.S. fully integrated on-site Cloud live with third-party document processing facility, providing management, control, tracking and resolution to lost Financial Services Customers

DANVILLE, Virginia, January 1, 2017 – Horizontech, Inc. (HTI), a Global information technology solutions company, today announced a breakthrough innovation for management and resolution to lost Customer accounts, by means of mailed First Class critical communications that have been returned as undeliverable by the USPS®.

Horizontech has successfully implemented the first U.S. on-site Full-Service Cloud for undeliverable mail and has done so within a third-party managed services processing facility. The Cloud platform manages all functions associated with the Full-Service Returned Mail operation for a wide variety of documents, including automated document filing, organization, workflow distribution, archive, on-shore data capture, QC, address and phone search utilizing HTI's proprietary RMSLink™ Software, remail pull, remail print, insert scan, bar code printing, rebound scan, nixie yellow sticker capture, document destruction and QA. The Cloud platform connects with document scanners, bar code scanners, computers, label printers and laser printers while automating the process functions, including task specific work queues that drive third-party labor for document receipt, sort, preparation, scanning and all other tasks through on-site document destruction.

The Financial Services Company can now take full advantage of a totally integrated platform for its mission critical documents and associated lost accounts, utilizing a mix of third-party managed site labor with HTI's on-shore labor for data capture and QC. This solution has solved some very specific issues for the Financial Services Company, including errors, delays, audit, lack of real-time visibility and resolution to lost Customers.

Enabled by HTI's proprietary XperTran© platform, the solution provides a turnkey, rapid response post-mail Managed Service that automates the receipt, management, customer resolution and reconnection associated with lost Customers due to undeliverable mail, incorrect addresses and phone numbers. As part of this Managed Service, HTI updates lost Customer accounts, and provides numerous, custom-configurable and integrated platform workflow options associated with the document and corresponding action. HTI also provides training, systems support, maintenance and help desk for the Cloud platform.

The Financial Services Company has full reporting capabilities through a real-time online portal, which includes document Archive and Retrieval, Batch, Turn Around, Quality, Accuracy and Performance. The portal also provides full visibility, controls, audit and management of the process as well tracking with potential Fraud, address changes and accounts.

HTI will begin working on various configurable workflow options that will allow the Financial Services Company to take full advantage of the types of updated address information that the RMSLink™ software yields. This will include automated flags and proactive reporting on specific accounts that may be considered high-risk, based on HTI data and outcomes.



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A growing year over year issue, 4% of all First Class mail is undeliverable as addressed, with a high percent of these related to unreported moves and lost customers. HTI helps companies automatically receipt and resolve their lost customer issue, which includes making timely payments and updates for healthcare providers and payers, auto and consumer lenders, banks, telecommunications and many other key industries.

“The Cloud platform now brings the flexibility and configurability of HTI’s full software and enterprise workflow capabilities to documents, data, and a mix of on- and off-site labor. We’re the first Company to provide this solution and have seamlessly integrated the numerous fragmented departmental tasks which were once manual, error-prone, audit challenged and delayed,” stated Bob Hedstrom, Director of Sales, Marketing and Product Development. “We now give the Customer a much more automated means of resolution to their lost Customers, including full tracking, risk and operational controls, visibility, measurements and overall platform flexibility for expected ongoing changes. The Cloud platform should be a perfect fit for any Customer with a large issue of undeliverable mail, mix of complex workflow requirements at the Customer, Document and Compliance level, need for on-site, off-site and/or third-party integration.”

About Horizontech, Inc.

Horizontech is a Global information technology organization. HTI provides a custom, rapidly deployed, configurable Platform as a Service (PaaS). The PaaS is a solution that fully automates mission critical business processes for paper and digital assets. The platform enabled for return mail (RMS) provides an end-to-end audit trail and archive on 100% of lost customers and returned documents, from receipt to resolution and host(s) update; includes real-time tracking, analysis, statistics and customized reporting. RMS is the most comprehensive platform for return mail in the U.S.

For more information, visit Horizontech at www.horizontech.com

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