



## TSYS Output Services<sup>SM</sup>



With more than 25 years of experience, TSYS Output Services provides industry leading print, payment card and electronic document solutions for multiple industries that range from financial services and insurance to health care, retail, and telecommunication. With regulatory, data security and personalization requirements on the rise, TSYS is a trusted business partner that manages billions of business-critical documents and payment cards securely and efficiently for many of the best organizations in the world.

### Why TSYS?

Long gone are the days when your cards, statements and correspondence were simple payment mechanisms. Customers today are inundated with so many offers of competing services that it takes a uniquely personal touch to maintain their loyalty and enhance your brand.

To provide that customized approach, businesses need a dependable partner with the experience and technology to help them rapidly and dynamically communicate in ways that are as unique as each customer. TSYS is a single-source provider of world-class production services, with an experienced staff that leverages superior technology to turn your card and document output into personalized communications for better relationships with your customers.

TSYS supports the entire lifecycle — from initial programming, design and production, to final channel delivery and archival, as well as a fully hosted retrieval system. All of our offerings are accomplished with the skill and scalability to help you control costs while maintaining the highest levels of quality and efficiency.

**TSYS offers sophisticated campaign management and analytical tools so you can learn more about your customers and send the right messages through any communication channel.**

## TSYS Output Services Overview

### Card and Payment Technologies

TSYS provides fulfillment services that support your card program from beginning to end. We're authorized to create Visa®, MasterCard®, American Express®, Discover®, private label, prepaid and other unbranded payment cards. Our services include:

- EMV travel cards
- On-demand card manufacturing and personalization
- Embossing
- Magnetic stripe and contactless (RFID) encoding
- Encoding for emerging payment devices such as mobile phones
- Photo cards
- Personalized, full-color card imaging
- Mini-cards
- Thermal printing
- Fast cards (emergency card replacement)
- Card receipt verification labeling
- Personalized, full-color card mailers
- Selective inserting
- Personal identification number (PIN) mailers

### Document Technologies

TSYS supports a full range of print and electronic document technologies for all of your needs. Our list of products includes:

- Statements
- Correspondence
- Postcards
- Check letters
- Tax documents
- Special reports
- Promotional mail
- Direct marketing

- E-statements
- Digital Document Services (document archiving & retrieval)

### Speak Directly to Each Customer

TSYS offers sophisticated tools to enable you to learn more about your customers and send the right messages and offers through any communication channel at the right time. By combining promotional messages with your existing transactional documents, your message is better positioned to reach your customers. When considering about 95 percent of transactional documents are opened and read, clients leverage our solutions to replace basic personalization with timely, relevant messaging across multiple mediums, providing the ability to communicate and make offers to customers on an individual basis.

Our TSYS ColorPrint system provides an opportunity to reduce or even eliminate collateral (such as pre-printed forms and inserts), replacing them with dynamic color elements such as logos, checks, billboards and watermarks. Such flexibility reduces turn-around times for changes, allows better one-to-one marketing capabilities to your customers and can cut overall costs. In addition, our card printing capabilities offer cardholders the ability to create their own highly personalized cards with custom images, which has been shown to increase top-of-wallet usage and provide an effective channel for your incentive and retention programs.

### End-to-End Service

Our capabilities for card and document technologies include a complete array

of supporting services to assist you through the entire process, including:

- Consultative services
- Graphic design
- File transmission services
- Selective inserting
- Material purchasing and inventory management
- Conversion support
- Custom programming
- Address verification and move update tools
- On-site mail sorting

### Greater Control

TSYS gives clients greater control over their output by providing critical reporting functionality. Our experienced staff helps you create, implement and manage content and messaging, along with material inventory, production statuses and mail and express delivery tracking. We enable you to:

- Ensure the accuracy and efficiency of your cards and documents in the production process
- Increase the monitoring and tracking of mail through the U.S. Postal Service® mail stream
- Integrate document archiving with your call centers to provide customer service representatives with the information they need
- Access up-to-date production and inventory reporting, as well as forecasting for material needs

### Security

TSYS understands the importance of securing your customers' information. Our background in financial services has made us data security experts in one of the most highly scrutinized



industries. While we are certified by Visa and MasterCard and fully PCI compliant, our security measures exceed industry standards, and our facilities undergo stringent internal and external audits to ensure that our clients' data remains safe.

TSYS has also established industry leading security standards for its mailing operations. All mail produced by our company remains in our secure facilities until placed directly into the possession of the U.S. Postal Service. Our practices include commingling cards with other mail to increase security and mitigate potential postal losses.

### Delivery

TSYS can deliver information to your customers through a variety of channels, including mail, remote printing, Web presentation, e-mail notification and text messaging. TSYS is one of the largest First-Class mailers in the United States. We print and mail hundreds of millions of mail pieces each year from our onsite U.S. Postal Service Detached Mail Unit (DMU), which is staffed 24 hours a day, 7 days a week by U.S. Postal Service personnel. Our expertise in mail handling results in expedited service and maximizes postal discounts for our clients.

### Quality

TSYS is dedicated to providing superior products, in a timely manner and at competitive prices. Our team members verify quality at all stages of the production process, and we maintain a proven track record of meeting service-level agreements.

We have implemented Six Sigma programs for ongoing improvement and will continue to invest in operational efficiencies, passing these savings on as competitive pricing to our customers. Each area uses the tools most valuable to its unique processes, which include:

- **Operational Excellence Programs**
- **Six Sigma** (methodologies and tools employed in identifying opportunities for improvement, performing root cause analyses and implementing corrective action)
- **Lean Events** (Applying lean tools at various points in processes)
- **CTQs** (Critical to Quality) & CTPs (Critical to Process)
- **FMEA** — Failure Mode Evaluation Analysis used to understand failure points within process / equipment
- **Quality Dashboards** — Keeping quality in front of our senior management and team members at all times
- **Dedicated training team** (Established training programs targeting new team members, as well as reinforcement training for seasoned team members, which has yielded consistency and reduced variance in processing)

### Partnership Approach

TSYS is known as an industry leader in customer service. We structure customer support based on the unique needs of the client, abiding by a partnership approach that is consultative and solution-driven.

### TSYS DIFFERENTIATORS

- Superior customer service
- Vast knowledge and experience
- Advanced technology
- End-to-end servicing
- Unsurpassed security measures
- Commitment to quality and investment
- Ability to manage any volumes large or small
- Quick turn-around times client value
- Stronger customer relationships
- Enhanced marketing efforts and focus
- Competitive costs
- Faster speed to market
- Increased call center efficiency



## TO LEARN MORE

about TSYS Output Services, contact TSYS at +1.706.649.2307 or [vapsales@tsys.com](mailto:vapsales@tsys.com).

### GET TO KNOW TSYS

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