



Avesis Selects Napersoft CCM Software To Improve Member Correspondence and the Customer Experience

Naperville, IL—January 4, 2012—[Napersoft](#), a leading provider of [Customer Communications Management \(CCM\)](#) software, announced today that Avesis has selected Napersoft CCM to improve member correspondence and the customer experience.

For over 30 years, Avesis has developed innovative and cost-effective programs that help their partners provide dental, vision and hearing benefits throughout the country. Avesis' partners include Medicaid, Medicare, CHIP and commercial health sponsors; insurance carriers; unions; and TPAs as well as state and county governments, school districts, and employer groups of all sizes. Today, Avesis now covers about 5,000,000 members.

“Napersoft is hands-down one of the most organized and together companies we have worked with and we are very happy with our selection,” comments Laura Gill, Chief Information Officer at Avesis. Avesis foresees Napersoft CCM improving consistency, standardization and branding in customer documents such as letters, invoices and customer surveys. Avesis plans to use Napersoft CCM across the enterprise in multiple company departments and locations including Maryland, Georgia and Arizona. Even with multiple business departments utilizing Napersoft CCM, Avesis will have the ability to easily manage their templates through a centralized repository.

The solution will also integrate with Avesis' core business application, AcceleHealth from Healthation. This will lead to increased productivity by automating document composition processes that were once completed manually. In one application, Napersoft CCM will automatically take a file from AcceleHealth, generate the appropriate correspondence from a choice of templates, and allow an Avesis employee to review, edit and distribute the documents.

Avesis will be utilizing Napersoft's newest software suite—[Napersoft CCM 7](#). The solution offers additional features such as template and paragraph performance improvements which will provide additional ease-of-use and further empower business users.

About Napersoft

Napersoft is the leading provider of Customer Communications Management (CCM) software solutions. For more than 25 years, Napersoft has assisted commercial and governmental customers of all sizes implement innovative document creation and distribution solutions. With Napersoft CCM Document Platform, customers typically reduce costs and improve efficiency, improve customer satisfaction, modernize IT with a flexible and agile SOA-based COTS solution, and mitigate regulatory compliance risks.

For additional information please visit Napersoft, Inc. at <http://napersoft.com/insurance/solutions.html> or contact:



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