

Quality interactions after hours raise service levels and strengthen account holder relationships



Improve Account Holder Satisfaction With Quality After Hours Support

Harland Clarke's **Contact Center After Hours Support** solution enables you to provide exceptional assistance to your account holders 24/7. Delivering quality interactions after normal business hours raises your service levels and creates stronger relationships with account holders.

Benefits of **Contact Center After Hours Support** include:

Improved Service Levels for Account Holders

Account holder demand for information is increasing. Providing premier service and support after hours positions your financial institution to deliver on their expectations and create a positive experience that lasts.

Seamless Extension of Your Current Operations

Our scalable, customizable solution adapts to your existing processes, ensuring account holders receive support that exceeds your service standards.

24/7 Knowledgeable Professional Support

We strive to provide personalized, productive experiences — and first-call resolution — every time.

Cost-Efficient Service Expansion

Choosing a skilled provider allows you to extend service and expand coverage without incurring the time and cost of recruiting and training new staff.

Rigorous Safeguards That Keep Your Data Secure

Harland Clarke takes a comprehensive approach to security that considers every point of potential risk. We link four elements of security — physical security, information security, business continuity and compliance — under one umbrella to provide a greater level of understanding of the implications of security practices across our organization.

Learn more about how Harland Clarke's Contact Center After Hours Support solution can help increase account holder satisfaction by providing professional, secure and knowledgeable support 24/7. call **1.800.351.3843**, email us at **ContactHC@harlandclarke.com** or visit **harlandclarke.com/ContactCenter**.



Award-Winning Support Services

2013 PTMA Contact Center of the Year Award

- Best Practices in Employee Engagement
- Best Use of Voice of Customer
- Best Use of Technology



Harland Clarke's best-in-class suite of integrated marketing solutions is based on Account Holder Lifecycle Marketing framework, designed to help you maximize the value of each account holder relationship. We use data-driven insight to develop customized strategies for acquisition, onboarding and cross-selling.

- **Acquisition**

Our Acquisition Solution helps you reach your prospects through a targeted and effective communication plan that encourages new account openings, setting the foundation for building effective account holder relationships.

- **Onboarding**

Our Onboarding Solution creates organic growth by transitioning your new account holders into satisfied, profitable and loyal relationships. It includes a series of targeted multichannel communications utilizing relevant account holder data deployed early and at key times in the new relationship.

- **Cross-sell**

Our Cross-sell Solution is a data-driven, account holder-centric, closed-loop marketing program that captures the full profit potential of each account holder relationship by increasing the number of products owned in the household.