

CCM Industry Use Cases

We Deliver Flexible and Efficient Customer Communication Solutions Tailored to Your Industry

Transform your customer communications and document generation with our powerful solution. By leveraging automation and streamlined workflows, we help you create and distribute digital or print documents and communications faster while minimizing reliance on IT.



Healthcare

Enhance your patient experience, reduce operating costs, and ensure privacy and security of patient communications.

MHC can handle:

- Patient onboarding
- Patient care communication
- Patient correspondence
- Patient records
- Bills and collection correspondence



Insurance

Streamline communication processes and empower customers to take immediate action to gain and sustain your competitive advantage.

MHC can handle:

- Account statements
- Policy documents
- Plan member onboarding documents and communications



Manufacturing

Seamlessly integrate, filling gaps and ensuring a smooth flow of information across your entire manufacturing operation.

MHC can handle:

- Billing and financial communications (statements, invoices, etc.)
- Product documents (manuals, handbooks, labels, component manifests, quality control documents, certificates)
- Order process documents (picking lists, purchase orders, etc.)



1B

Documents generated/
processed by MHC
solutions annually

100+

Integrations with enterprise
business systems and
ERPs

15+

Number of years more than
40% of customers have
been with MHC



Community Banking

Automate processes to make onboarding and serving your community more efficient. With built-in compliance features like template management and approval workflows, you can streamline operations and gain a competitive advantage.

MHC can handle:

- Account opening and closing documents
- Account renewal documents
- Annual statements
- Bank statements
- Tax statements
- Customer correspondence letters

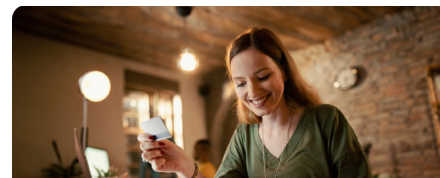


Wealth Management

Automate and tailor client interactions, ensuring timely and precise document delivery, so you can focus on serving clients and growing your firm's assets under management.

MHC can handle:

- Client onboarding documents
- Portfolio performance reports
- Account statements
- Trade confirmations
- Term sheets
- Trade documents
- Tax documents



Credit Union

Enhance member experience with MHC NorthStar CCM and improve member satisfaction while driving long-term growth.

MHC can handle:

- Member onboarding
- Account opening and closing documents
- Account renewal documents
- Statements
- Loan documents
- Tax statements
- Member correspondence letters



Consumer Lending

Ensure your loan origination and servicing documents are accurate, timely, and compliant. By addressing pain points like customer churn and high NIGO rates, we help you enhance borrower satisfaction and streamline your document processes.

MHC can handle:

- Loan applications
- Commercial loan document packages
- Loan statements
- Loan agreements
- Promissory notes
- Standard disclosures



Software & Technology

Getting to market quickly is essential. Empower your team with enterprise-grade document automation that seamlessly integrates with your existing technology, allowing you to scale and pursue new business opportunities.



Print Providers

By automating document production and enhancing your existing workflows with our advanced CCM tools, you can offer your clients a comprehensive multichannel solution that combines the best of print and digital.

“MHC's [NorthStar CCM] is a cost-effective, modern, flexible, and scalable platform... It comes with extensive integration capabilities, providing flexibility regarding how the software is embedded in a wider ecosystem of solutions.”

Kaspar Roos, CEO & Founder of Aspire

