

Cut Costs and Improve Customer Service Effectiveness

Is your current “Contact Us” web link getting in the way of great customer service? When your customers aren’t allowed to send sensitive information through your website because of regulatory compliance, they must resort to fax, postal mail, or overnight delivery to send you supporting documentation. That’s frustrating for them, inefficient for your customer-facing employees, and drags out resolution times. It wastes time and money, decreases customer satisfaction, and in the end your profits suffer. Fortunately, there’s a better way.

DataMotion’s SecureContact gives your customers a secure communication channel so they can get private information and files to you quickly, and you can resolve their issues faster. Your customer service efficiency and effectiveness will soar.

Secure Client Communications Through Your Website

SecureContact is a hosted service that links right into your website. It turns your “Contact Us” function into a convenient, encrypted pathway for private communications between you and your clients. For example, by using SecureContact your customers can request test results, exchange documents, or ask personal account questions. It also lets them attach any sensitive files securely. Best of all, it’s fully compliant with all industry privacy regulations such as HIPAA, HITECH, PCI, GLBA, and others. Your appropriate department receives the message and its attachments, and can respond with detailed information via the same secured pathway.

SecureContact gives your customers the assurance that you’re handling their private information safely and securely, and lets you rapidly accelerate customer service response times.

- Reduce costs and streamline workflow
- Improve customer retention rates
- Reduce human error and rekeying mistakes
- Improve customer service effectiveness.
- Build trust between you and your customers/clients
- Ensure compliance with privacy regulations
- Minimize security risks
- Provide an additional channel for secure communications



FEATURES

- Compliance-grade encryption for all incoming messages
- Built-in tracking of all messages sent, received, opened
- Cobranded portal
- No additional hardware or infrastructure needed
- Offered on premise or hosted
- Quickly add options for routing mail destinations via drop down menu
- Easily handles large files up to 2GB
- Seamlessly integrates into any website
- Simple to use encryption – no PKI necessary
- Automatic account provisioning
- HTML and CSV reporting
- 24 x 7 x 365 monitoring

BUSINESS BENEFITS

- Cut costs – Fewer calls, fax, and overnight delivery can lead to reduced call center costs.
- Improve customer service effectiveness – Reduce customer churn.
- Reduced Risk – Robust encryption and easily tracked delivery paths ensure security and reduce human error.
- Compliance – Minimizes exposure to regulatory violation, litigation, and penalties.
- Improved Business Potential – Trusted communication creates stronger business relationships and increased revenues.
- Increased Customer Trust and Engagement – Encourages client-initiated communications and relationship management.
- Greater Access – Accessible to clients from any computer or mobile device with access to your website.

Additional Technical Specifications

- + Industry standard encryption: AES, SSL, TLS
- + All standard web browsers supported
- + 30-day default message expiration (upgradable)
- + SSAE 16, SAS 70 Type II Certified Data Center



“By using DataMotion technology we have reduced costs and increased productivity as well as compliance. Secure communications using DataMotion services are now an essential component of our competitive strategy.”

- Altra Federal Credit Union

Returning to
SecureContact?

Enter

Access your SecureContact account.

New to
SecureContact?

* Email Address:

OR

Next

Send and receive messages securely.

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