epiqscale

As the largest business mailer in the region, Epiq goes beyond the basics of ink on paper, we consult with companies of all sizes to craft customized solutions that meet their mailing needs using a scalable, best-in-class suite of print, mail and fulfillment tools and services.

The US Postal Service (USPS) ranked us 42nd in the United States for mail quality, placing us in the top 10 percent of all mail suppliers. We leverage our close working relationship with USPS to offer clients the most cost effective methods of reaching their target audience.

What we offer

Print on-demand. Pre-printed materials can easily become outdated before mailing, creating waste. Epiq updates mail piece designs on request and prints only the requested mailings at the requested time, reducing waste and unnecessary costs.

Partnership with USPS. As a member of the Greater Portland Postal Customer Council, we leverage our partnership with USPS to gather real-time feedback on best practices and ensure ongoing compliance with postal regulations. Additionally, CASS Certification ensures client mailings arrive at their intended destination.

Regulatory compliance. Our data and mailings processes meet HIPAA Privacy Rule Regulations regarding protected health information.

How we deliver

Strategic business partner. Epiq assists clients with managing and controlling targeted communications, streamlining client branding across multiple mailings and documents, making a positive impact to our clients' go-to-market effectiveness and optimizing marketing dollars.

End-to-end mail accountability. Utilizing work-flow and barcode technologies, we provide advanced document tracking down to the individual mail piece. Our mail tracking technology meets HIPAA compliance standards and provides Epiq and our clients the ability to match mailings and perform IMB tracing for 100 percent end-to-end mail accountability.

Risk management. Epiq assumes the risk of managing critical documents and sensitive mailings, allowing our clients to focus on the business at hand.

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Epiq services

Whether our clients are communicating to a defined mailing list – simple or complex – or creating an integrated business process, our experts leverage decades of practical experience to provide efficient, cost effective solutions. We help our clients manage and execute:

- Data Breach Notifications
- Inbound and Outbound Call Center
- Legal Services Outsourcing
  - Settlement Administration Communications and Disbursements
  - Mass Tort
  - Class Action
  - Bankruptcy Communications and Disbursements
- One-Time or Recurring Disbursements
- Monthly Billing/Invoicing
- Securities & Financial Communications
- Direct Mailings

Epiq solutions

In-house Document Design. Our developers create customized letters, notifications, mailers, checks, invoices, and more. From concept to final draft, we craft tailored solutions for our clients' direct mailings, including options for variable data printing, custom branding, and recurring scheduled mailings.

Throughout the design and print validation process, Epiq carefully manages artwork and color matching, incorporating each client's branding across a variety of media, creating a streamlined and consistent communication experience. We also proofread for grammar, mechanics, and spelling to provide critical consistency and continuity for sensitive documents.

Digital printing offers complex personalization options, making client messaging more relevant to recipients by delivering the right content to the right audience at the right time. Also known as variable data printing, this technology allows Epiq to customize each mailing based on the data we receive from our clients.

Mailings created by the Epiq design team are uniquely identified, enabling clients to easily track responses and subsequent communications. We can also incorporate optical character recognition (OCR) technology for easier processing of returned documents.

File Processing. We provide expertise in data file formatting, transfer, and processing. Clients have many options for delivering their files: Many use automated data transfers, while other prefer our optional web based portal, which gives our clients the freedom to upload finalized data files for expedited printing of recurring jobs.

Epiq can provide secure inbound and outbound data transmission to support client-side audit processes and reconciliation. We provide third-party interfacing, such as financial data transfer to banking institutions, to simplify complex processes and communications for clients.

Once a design is completed, our expert file processing team coordinates data transfers for recurring mailing lists on client-driven timelines, ensuring quick turnarounds for tight deadlines and scheduled mailings. In addition, Epiq processes mailing list data and applies regulatory list certification (CASS) as required, as well as any requested address research and updates.

To help clients stay on top of the details of their job, Epiq offers extensive tracking, monitoring, and reporting.

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Direct mail services. The Epiq print and mail fulfillment team includes three on-site certified executive mail center managers and a mail design specialist. These experts help clients craft a print and mail project that perfectly fits their needs, regardless of size.

From planning and strategy to the fine details, Epiq devises the best options to reach the right audience at the right time.

Concerns over postal costs? Epiq offers additional processing to decrease postal costs for any size job. We consolidate all recent address changes from the National Change of Address (NCOA) database, perform address standardization, and conduct postal presorting to help keep costs under control and ensure highest mail piece deliverability.

Specific mailing times and posting dates are no problem. Epiq delivers directly to USPS, and coordinates expedited, express, and overnight shipments with additional carriers. We also provide international mailing services.

We manage the business reply mail process end–to-end, offering optional monitoring of dedicated or shared post office boxes as requested, supplying our clients with consolidated data on the received mail.

Automated document work-flow & printing. Epiq ensures continuous compliance with regulations, as well as compliance with business rules for each mailing, including inserters and postal sorting as requested. Both mail designs and design code exist in a secure work-flow environment with restricted access; any changes or updates are deployed with a regimented review process.

Real-time job balancing and document control ensures others complete fulfillment. Every detail is completed to client specifications and is quality controlled in our print and mail center before mailing.

Best-in-class print offerings provide flexibility in printing, with full color options, allowing clients myriad options to meet their needs.

Security compliance. Epiq is as serious about the security of our clients' data, documents, and processes as we are about our own. **Badge access control to the building and security personnel stationed at each entrance ensure building security. Furthermore, a closed-circuit TV (CCTV) system provides interior and exterior surveillance of all common areas, entrances, and exits.**

Additional security measures protect all physical documents received and processed by Epiq. These documents are received and stored in a separate secure area with limited access, also monitored by the CCTV system.

Security may be the most important consideration for our clients in our disbursements area. Our internal financial processing group acts within a locked environment with increased security. Access to this area is heavily controlled and monitored to keep our clients' sensitive financial information secure.