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CUSTOMER COMMUNICATION MANAGEMENT (CCM)

Create and deliver personalized, compliant customer messages. Quickly, accurately, and on every channel.

OVERVIEW

EDC's CCM platform helps businesses deliver timely, accurate, and personalized customer communications across email, SMS, mobile, print, and web. By automating the creation, approval, and distribution of bills, statements, and notifications, the platform builds trust and improves customer engagement, without relying heavily on IT.

KEY FEATURES

- Omnichannel delivery (email, SMS, print, mobile, web) from a single platform
- Drag-and-drop template builder with multi-brand support
- APIs to connect with CRMs, ERPs, and workflow platforms
- Enterprise-grade archival and retrieval with audit trails
- Smart content reuse, AI authoring, and readability analysis
- Built-in compliance controls with versioning and approval workflows

BUSINESS BENEFITS

- Design and deploy communications in hours
- Reduce dependency on IT
- Better compliance with integrated controls and document tracking
- Improve customer engagement
- lower support call volumes

USE CASES

- Send billing and account statements
- Distribute compliance-approved customer notifications
- Personalize onboarding, policy updates, and service reminders
- Maintain accessible records for audit, regulatory, and service needs
- Roll out marketing or service messages across email, mobile, and web

KEY STATISTICS

96%
CUSTOMER SATISFACTION

6.5+
MILLION COMMUNICATIONS SENT MONTHLY

WHAT OUR CLIENTS SAY

" *Our communications have become faster, clearer, and easier to manage—without adding pressure to IT.* "

— Major GCC Financial Institution

★★★★★

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REQUEST A DEMO

CONNECT WITH YOUR CUSTOMERS
MORE CLEARLY, MORE QUICKLY,
AND MORE SECURELY.

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