Service

fiserv.

WC3®

Get the Information You Need, When You Need It

Production control is in your hands with WC3 from Fiserv, our web client control center. With our online management tool, you have the ability to manage document content, track production, check inventory and manage special requests.

With WC3 you can:

- Create one-to-one communication with variable messaging and targeted inserts

- Save time with online proof/audit functions

- Analyze production data

- View up-to-date job and inventory status

- View mail dates and document attributes

- Enter document distribution requests

- Manage special-handling requests

Web-Based Content Management

Use WC3 to target messages to unique segments of your customer base or inform them of important regulatory issues.

Messaging and Inserting Control

Experience the versatility of one-to-one marketing by personalizing the message content in your documents. Target messages and inserts based on any field in your data file, such as account type, account value, product type, state and the type of transaction. Store, view and approve promotions, images and monthly messages online, right at your desktop. And, with WC3, you eliminate the time and programming costs for message changes.

Proof and Audit

Streamline the approval process and get your customer communications out the door faster. This powerful WC3 tool eliminates the production delays and costs associated with the proofing process.

View images of audit accounts online within hours of sending the production data files to Fiserv.

Web-Based Production Management

Imagine the convenience of checking your job status, viewing mail dates and monitoring inventory levels all from the convenience of your office PC or mobile device. That's the benefit of using WC3.

Job Tracking

View up-to-date status of jobs completed and in production.

- Obtain historical and statistical job reporting data

- Track job progress by production department

- Generate ad hoc reporting

- Conduct mail-set lookup

Inventory Control

The WC3 inventory control function tracks all the components that make up your mail set including envelopes, inserts and stock. You have online access to inventory activity and receive automatic reorder updates. From controlling minimum/maximum stock points and authorized inventory substitutes to viewing historical usage by catalog number—it's all made easy with WC3.

Special Handling

When you have special requests from customers or internal personnel that range from expediting mail to pull-and-hold requests, WC3 streamlines the process. Enhance your customer relationships by quickly and efficiently meeting their needs.

"Outsourcing printing was a difficult decision because our clients perceived a loss of control and service. Shared control has been a huge win—has really helped address our clients' concerns."

Mortgage Client

"We selected Fiserv for the self-service of WC3, and it has lived up to our expectations."

Financial Services Client

"Using WC3, we are able to target messages based on the customer's product mix and the type of transaction they have just completed. That is targeted communication."

Financial Services Client

"The proof/audit function has saved us many hours in reviewing test output and has allowed us to increase our confidence level."

Financial Services Client

WC3 accommodates a variety of requests, including:

- Ship via overnight delivery
- Hold
- Destroy
- Continuous tracking and updating of special handling requests
- Online access to timely, accurate information for multiple departments within your organization
- Data archiving for audit purposes

Connect With Us

For more information about WC3, call us at 800-872-7882, email getsolutions@fiserv.com or visit www.fiserv.com.

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