

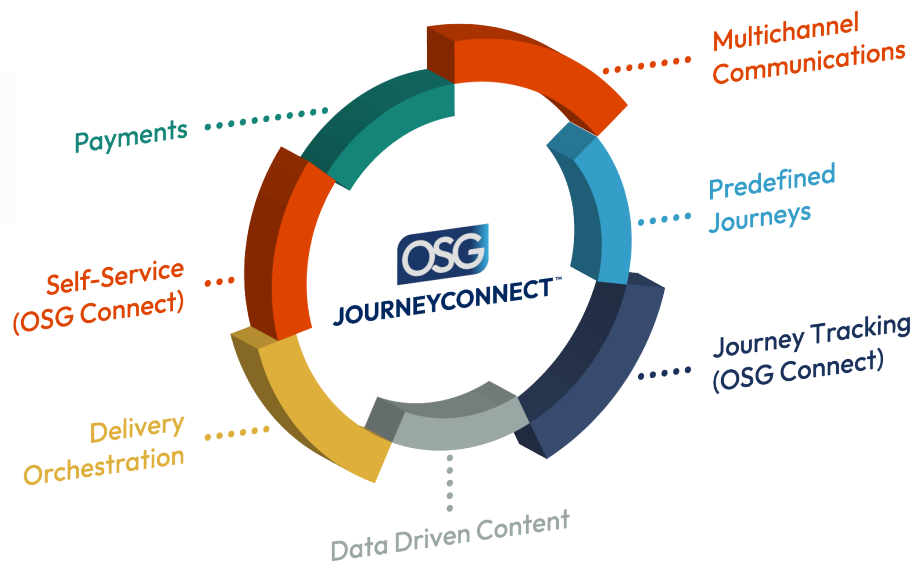


Introducing OSG JourneyConnect™ Suite of Solutions

Empowering Seamless Customer Communications

We are in a rapidly evolving digital landscape and customer expectations are higher than ever. To meet the needs of tomorrow's customers, OSG has introduced its OSG JourneyConnect suite, created to empower businesses to deliver personalized, multichannel communications that optimize every customer interaction.

From digital-first documents to seamless print-to-digital transitions, OSG JourneyConnect enables you to unlock the full potential of customer communications while driving digital adoption.



Key Features:

- 1 Multichannel Delivery**
 - Reach your customers wherever they are, on their preferred communication channels—whether that's email, SMS, print, or app notifications.
 - **Benefit:** Maximize engagement by offering choice and convenience, improving customer satisfaction and reducing communication gaps.
- 2 Predefined Customer Journeys**
 - Leverage our expertly crafted, predefined customer journeys to guide interactions from start to finish. Each journey is tailored to optimize engagement and drive desired outcomes, whether it's onboarding, billing, or support.
 - **Benefit:** Save time and resources by using ready-to-deploy journeys, ensuring consistent and effective customer experiences.

3 Journey Tracking & Insights

- Track every point of engagement along the customer journey. Gain real-time visibility into how your customers interact with communications, and leverage data-driven insights to optimize future interactions.
- **Benefit:** Continuously improve your communication strategies with actionable insights, reducing churn and enhancing loyalty.

4 Data-Driven Content

- Use data to personalize every communication, from tailored offers to individual account updates, ensuring relevance and timeliness.
- **Benefit:** Increase engagement and conversions by delivering targeted, meaningful content to each customer.

5 Delivery Orchestration

- Coordinate communications across multiple channels and touchpoints, ensuring that each customer receives the right message at the right time.
- **Benefit:** Streamline complex communication workflows, reducing operational overhead and improving efficiency.

6 Self-Service Capabilities

- Empowering you to manage simple changes to your communications, quickly and easily through the OSG Connect portal.
- **Benefit:** Reduce cost associated with simple changes and update communications with relevant messaging at the point of need.

7 Payments

- Simplify the payment process with integrated, secure payment options that are easy to use from any communication and accessible across channels.
- **Benefit:** Reduce time to payment, increase collection rates, and offer customers a frictionless payment experience.

The OSG Advantage: Your Partner in Customer Communications

At OSG, we take the complexity out of customer communication. OSG's JourneyConnect suite enables seamless print-to-digital interactions, drives digital adoption, and offers businesses the tools to enhance every touchpoint with their customers. With solutions built to adapt to tomorrow's needs, we help you unlock the power of data, reduce operational costs, and improve time-to-payment—all while providing a superior customer experience.



Learn more about OSG
JourneyConnect by visiting:



www.osgconnect.com

Let OSG be your partner in transforming how you connect with your customers.