

# Overview

## IRONPORT SecureDocument

SECURE, COST-EFFECTIVE  
ELECTRONIC STATEMENT  
DELIVERY.

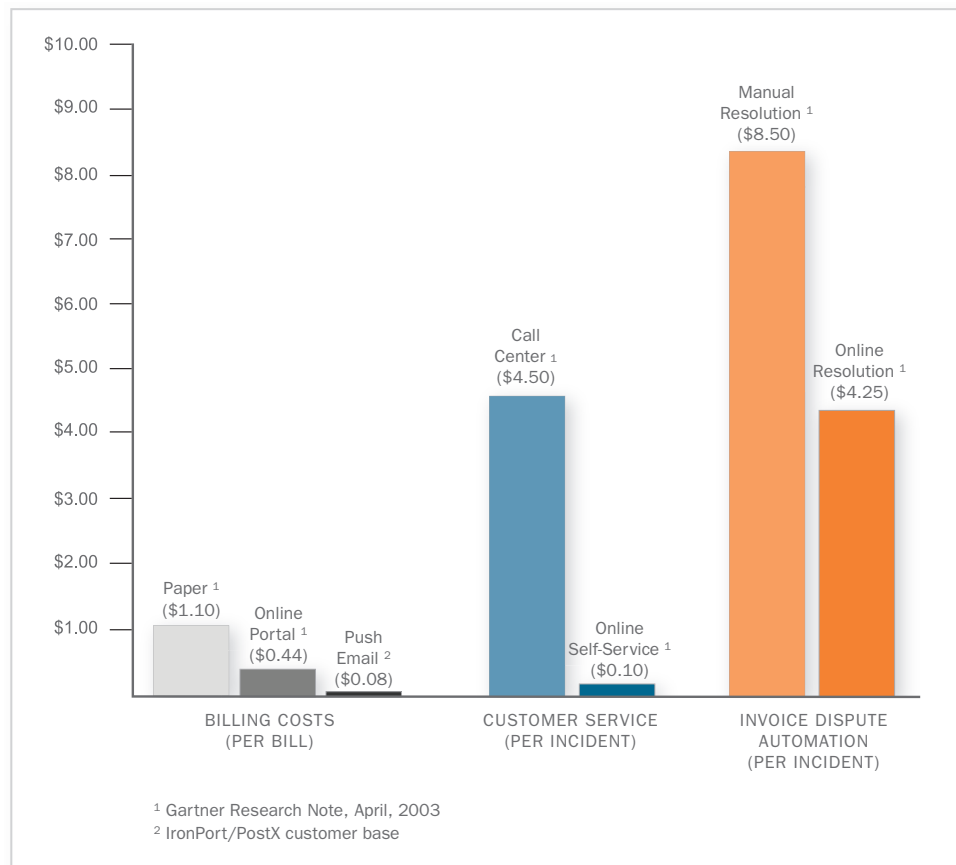
### OVERVIEW

In today's competitive business environment, providing high-value electronic communications that differentiate service and make it easy for customers to transact business online is no longer a matter of choice. It has become a necessity.

*IronPort SecureDocument™* is the most comprehensive electronic statement delivery solution on the market. Secure electronic delivery of personalized statements and invoices effectively pushes the company portal into the customer's inbox, transforming statement presentation into a real-time, interactive account management experience. Improve customer satisfaction, increase loyalty, and introduce targeted cross-sell and up-sell opportunities – while simultaneously reducing costs, relative to paper statement delivery.

### COST SAVINGS

Electronic statement delivery reduces costs by eliminating printing and shipping expenses as well as driving more customer service contacts online.



**BUSINESS  
IMPACT**

Extend the company portal to customers' inboxes – transforming statement presentation into an interactive experience which drives new business and marketing opportunities while improving business efficiency.

**Improve Customer Satisfaction** Deliver the real-time email communications that customers demand, while still protecting personal data.

**Reduce Costs** Printing and shipping expenses can be decreased by delivering statements electronically. Reduce support call rates and overall support costs by integrating online support resource links into electronic statements.

**Increase Marketing Effectiveness** Integrate targeted cross-sell and up-sell opportunities into statements to drive new business and increase per-customer revenue.

**Enhance Email Visibility and Control** Provide audit records detailing when each document was viewed by the recipient, and receive notifications when documents have not been viewed within a specified timeframe. Lock or expire old messages, preventing recipients from viewing outdated information.

FIGURE 1.

Electronic billing and statement delivery can improve customer satisfaction and marketing effectiveness, while reducing costs.

**HSBC**

**Your statement**

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**Your statement**

- ▶ Print
- ▶ Save As
- ▶ Contact Us

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Coming soon to **HSBC**

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MRS A N OTHER  
2 BROWN STREET  
SMITHTOWN  
BLANKSHIRE  
UK

**Your Portfolio at a Glance** **GBP Equivalent**

Total Deposits & Investments	16,674.54
Total Borrowings	0.00
Credit Cards	0.00
Net Position	16,674.54

Customer Number: 000-000000      Statement Date: 06AUG2004

**DEPOSITS AND INVESTMENTS**

CHEQUE AND SAVINGS A/C	CCY	Account Number	Credit Limit	Balance	GBP Equiv
▶ INSTANT ACCESS A/C	EUR	000-000000-000		589.79	412.51
▶ INSTANT ACCESS A/C	USD	000-000000-000		9,363.30	5,140.72
▼ OFFSHORE BANK A/C	GBP	406162-000000000		6,080.88	6,080.88

Date	Details	Withdrawals	Deposits	Balance
				GBP
05Aug2004	BALANCE BROUGHT FORWARD			6,332.19
10Aug2004	TEXACO FUELS 314 BURTON	200.00		6,132.19
10Aug2004	DD - SIMPLE LIFE INSURANCE	32.32		6,099.87
18Aug2004	Boots Stores - Chellenham	18.99		6,080.88
	CLOSING BALANCE			6,080.88
	Transaction Turnover	251.31	0.00	
	Transaction Count	3	0	

▶ OFFSHORE BANK A/C	GBP	406162-000000000		5,040.43	5,040.43
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**HSBC Bank International Limited**  
 offshore@hsbc.com      +44 1534 616000      Important Information



**TECHNICAL  
INFORMATION**

*IronPort SecureDocument* is the complete solution for creating and securely delivering electronic customer communications. Generate electronic invoices, statements and other business documents from multiple data sources (such as billing systems and marketing databases) and deliver them securely to any email inbox.

**STATEMENT CREATION**

Consolidate information from multiple databases, legacy systems and third-party data sources to create personalized documents or statements that provide a unified view of individual accounts.

**Access to multiple data sources** allows aggregate data from multiple sources – such as a billing system, account profile system and marketing database – to create a single, personalized customer document.

Out-of-the-box support is provided for the following data connections: IBM MQ Series, Java Message Service (JMS), Files, and Database (JDBC).

**Flexible document composition** enables users to turn raw data into dynamic, high-impact documents using the included Velocity templating engine. A variety of output document formats are supported, including: HTML, XML, PDF and plain text. Complex documents may be constructed containing formatted data, graphics, hyperlinks and branding elements.

**SECURE DELIVERY METHODS**

Documents may be securely delivered to any email inbox using either “push” or “pull” encryption technologies, depending on specific business needs. Recipients may view documents sent using either method, without installing any special software.

Please refer to the *IronPort Encryption Appliance*™ datasheet for more information on secure delivery capabilities.

**IronPort PXE Encryption**™ is a highly-secure envelope “push” technology – combining universal reach, ease-of-use and the lowest Total Cost of Ownership (TCO) of any email encryption technology. Messages are delivered to the recipient’s inbox, where they are decrypted and viewed locally, without installing software.

**IronPort Secure Mailbox**™ is a secure “pull” or webmail technology. *IronPort Secure Mailbox* safely stores messages behind the enterprise firewall and allows recipients to access them online via a secure website. Recipient authentication and message retrieval and composition are secured using SSL (HTTPS). Recipients can be notified via email when new messages are available. *IronPort Secure Mailbox* supports a full set of Web-based email features including inbox, folders and address books.



## DEPLOYMENT OPTIONS

*IronPort SecureDocument* functionality may be deployed using the *IronPort Encryption Appliance* or *IronPort Messaging Application Platform™ (MAP)* software.

## SUMMARY

*IronPort SecureDocument* provides an end-to-end solution for secure delivery of high-impact electronic statements to any email inbox, from document creation to delivery and management. Extend company portals to customers' inboxes to improve marketing effectiveness, generate new revenues and reduce costs.

## CONTACT US

### HOW TO GET STARTED WITH IRONPORT

IronPort® sales representatives, channel partners and support engineers are ready to help you evaluate how IronPort products can make your infrastructure secure, reliable and easier to manage. If you believe that your organization could benefit from IronPort's industry-leading products, please call 650-989-6530 or visit us on the Web at [www.ironport.com/leader](http://www.ironport.com/leader)



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IronPort Systems, a Cisco business unit, is a leading provider of anti-spam, anti-virus and anti-spyware appliances for organizations ranging from small businesses to the Global 2000. IronPort appliances utilize SenderBase, the world's largest email and Web threat detection network and database. IronPort products are innovative and easy-to-use—providing breakthrough performance and playing a mission-critical role in a company's network infrastructure.

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