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Press release Compart AG

Compart North America to Open Technology Development Center

June 16, 2015

[New Milford, Connecticut, June 16, 2015] – Compart offers full service to its growing base of customers in the USA, Canada and Latin America

Compart North America, a leading international supplier of multichannel solutions for document output management, will open a Technology Development Center in order to serve its growing base of customers in the USA, Canada and Latin America. The Technology Development Center will be led by John Lynch, VP of Technology. The office will be fully operational in July and is located in New Milford, Connecticut.

“Compart is committed to delivering innovative solutions that meet the challenges organizations face with regard to communicating with customers,” said Lynch, a thirty year veteran of the document output industry. “Core business processes such as billing and statement production must keep up with the technology revolution that continues to change the way consumers interact with businesses. It seems that every time you turn around now, another communication channel is opening up and businesses are scrambling to utilize them effectively.”

While many consumers continue to prefer mailed paper statements and many others use the Internet to view and pay bills, younger people prefer to conduct business on their mobile devices. Organizations that depend on bills and statements must either create layered processes designed for each channel or devise a way to create a singular, flexible infrastructure that will allow them deliver messages to customers via the channels that they prefer without duplicating and triplicating the same business processes. Short-term fixes have been the norm, as operations and IT professionals find that they can’t delay business critical processes to make the necessary improvements. “Many of our customers have more work than

they can handle, so upgrading technology and process is perpetually on the back burner,” said Lynch.

Nonetheless, there is a need to catch up

“Europe is well ahead of the USA in terms of innovating document output processes,” said Lynch. “Part of that is regulation-driven. They are more adept at Universal Access documents because of the need for compliance – but we are seeing an increasing demand for that technology, particularly in healthcare insurance. The Technology Development Center will help us stay ahead of the trend and meet these challenges.”

Mobile devices offer another challenge for billers in that the PDF format is poorly suited for viewing and working with documents on cell phones. “We are moving away from PDF and to HTML5 as a standard to facilitate the use of smaller display areas and touch screens. The traditional page format—the 8 1/2” by 11” page—is being replaced by a more flexible, more interactive and more viewable format,” said Lynch. “And then the trick becomes how to accomplish this in the most efficient way.”

The mantra that Lynch uses to describe the combination of German-made software and US-based application is *German Precision, American Ingenuity*. “We see great innovation in our US-based clients’ application development. No one follows the leader, everyone is blazing new trails, and we’ve seen our software in diverse applications. The best part is that with our technology we are confident that we can solve virtually any problem.”

Background information on Compart

Compart is a leading international supplier of multi-channel solutions for document management. The company, headquartered in Germany, has been a market presence for over twenty years and has subsidiaries in Europe and North America as well as a network of partners in Latin America.

Compart helps companies boost the efficiency of their operations with solutions for quick and flexible processing of high-volume transaction documents. The scalable and platform-independent DocBridge® family of products, designed, developed and supported by Compart, allows documents to be output anytime, anywhere, digitally or on paper.

The company enjoys a worldwide reputation as an innovative market leader as well as a developer of professional and leading-edge solutions in the field of document management. More than 1,200 customers in 42 countries rely on Compart solutions, in industries that range from finance, insurance, and retail to printers, telecommunications, utilities and healthcare. Furthermore, Compart is a technology partner for numerous leading manufacturers in the industry.

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