# Deliver unified, compliant omnichannel customer communications

EngageOne™ RapidCX gives you speed and control across every customer interaction

## Overview

Fragmented communication systems slow delivery, increase operational costs, and elevate compliance risk—especially in regulated industries. When communications are spread across disconnected tools, teams struggle to move fast, stay compliant, and deliver consistent customer experiences.

Precisely EngageOne™ RapidCX unifies the entire customer communications lifecycle in a single, governed platform—from creation and personalization to approval, delivery, tracking, archiving, and auditing—so business teams can deliver personalized, omnichannel communications faster without sacrificing regulatory, legal, brand, or CX standards.

### Business Impact

Organizations using EngageOne ™ have achieved:

- Communication update cycles reduced from 90 days to under 90 minutes
- Up to $11.6M in annual servicing cost reductions
- 40x faster time-to-market for customer communications
- $5.3M annual savings for omnichannel statement delivery
- Reduction of over 6,000 templates to 5
- Up to 80% reduction in print costs
- Higher engagement, comprehension, and customer retention

### Unify Every Channel

Deliver consistent, personalized experiences across every customer touchpoint from one centralized system.

### Move Faster with Intelligence

AI-assisted capabilities accelerate template migration, content updates, sentiment review, and personalization—reducing cycle times from months to minutes.

### Govern at Scale

Built-in governance ensures every message meets regulatory, legal, brand, and CX standards, with full auditability.

## Who benefits from compliant, omnichannel delivery with EngageOne ™ RapidCX?

EngageOne™ RapidCX is built for regulated organizations where speed, control, and compliance are critical:

- Operations and Line-of-Business leaders focused on efficiency, cost reduction, and visibility
- Compliance and Risk leaders responsible for governance, audit readiness, and regulatory adherence
- IT leaders driving secure modernization with low-code, cloud-native tools
- Customer Experience teams delivering consistent, personalized engagement across channels

## Purpose built features

- **Unified communication lifecycle** – Create, deliver, and manage all communications in one place.
- **AI-powered capabilities** – Intelligent search, AI agents focused on content creation, quality and control
- **Real-time & batch delivery** – Send messages when and how customers expect them.
- **API-based automation** – Trigger communications directly from your systems.
- **Pre-integrated core systems** – Connect easily to platforms like Guidewire and FIS.
- **Centralized tracking & visibility** – Monitor approvals, delivery, and engagement.
- **Digital-first channels** – Engage via email, SMS, video, chat, and PDFs.