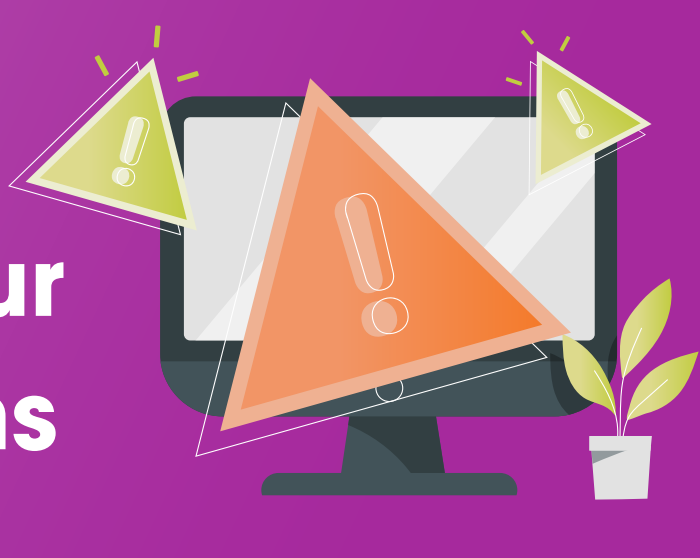


It's Time to Upgrade Your Secure Communications



Security that is complicated won't get used. Outdated processes and communication methods result in lost customers and compliance nightmares.

It is imperative that your existing (or perhaps, non-existing) secure communications are brought into the 21st century.

Areas To Evaluate

This infographic covers three major areas of pain points that indicate your secure communications are living in the past and it's time to upgrade to DataMotion.



Customer Experience



Security Infrastructure



Internal Efficiency

Is Your Customer Experience Lacking?

Signs that your customers require an upgrade to your secure communications methods include:

User Journey

- The user experience is long and complicated.
- Users drop off mid-session before getting concerns resolved.

Resolution Times

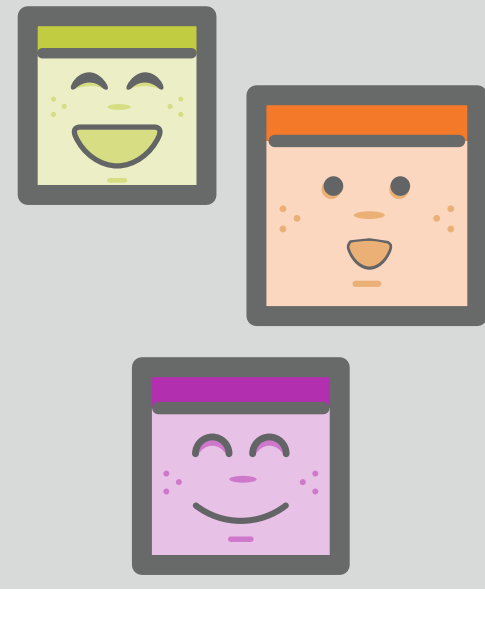
- The time between customer inquiry and resolution is long.
- Customers must follow up to receive an update (even worse, they need to follow up more than once).
- Inquiry resolution requires lengthy conversations, both internally and externally.

Customer Outcomes

- You are losing more customers than you gain.
- Customers leave unhappy, negative reviews on social media platforms and review sites.

Why DataMotion?

DataMotion simplifies the customer experience with easy to use secure communications. By enabling faster agent response times, inquiry resolution is accelerated and customer satisfaction is increased. Some organizations have seen **30% fewer support requests** and an **increase in secure document exchanges**.



Are Your Security Controls Really Secure?

Sure... you have security controls in place. But are they really secure? Are they compliant? Here are some signs that they aren't working:

You have a standalone solution for secure communications and a patchwork of legacy solutions that only a handful of employees know how to use, manage, and fix.

You have policies for secure communications that are lax. Anyone who wants to access sensitive data can. Or the policies are so strict that they are bypassed to get the job done quicker.

A zero-trust model is not employed by your existing secure messaging or email encryption vendors.

Your solution relies on customers and employees typing "SECURE" in the subject line to encrypt the message - with no backup if they forget.

Your secure exchange workflow looks more like a bowl of spaghetti than a workflow. With data passing through several systems before delivery.

Clients and employees must leave their natural environment (portal or app) in order to securely communicate, creating a confusing, error-prone process.

Users do not have access to a repository of messages from prior secure exchanges. This creates a need to resend messages and documents or save them in a non-secure location.

There is no logging, tracking, or reporting in place for proving compliance.

Why DataMotion?

DataMotion enables secure and compliant digital communications between users' apps, portals, and workflows. Military-grade encryption, a zero-trust platform, and robust logging, tracking, and reporting make proving compliance with industry and government regulations simple.



Are Your Internal Processes Slowing You Down?

Monotonous tasks are just that... monotonous. Securely connecting with your clients shouldn't be. Here are some signs your internal processes are creating pain points for your employees:

Simple tasks, such as sending secure messages, take longer than they should.

Your support team receives questions related to your secure exchange process. From both employees and clients.

Resolving a simple question, such as a request for last year's trade documents, requires a series of tasks and obtaining permissions from internal departments before sending a secure response.

Employees skip tasks and approvals to respond to clients faster. Sensitive communications are often sent without protection.

Employees are frustrated at the time and complexity involved with secure communications. Customers express similar complaints.

Your secure exchange method isn't natural. Employees must (at a minimum) view a message in their inbox, leave their current environment, then log into a new portal to securely respond.

Why DataMotion?

By leveraging our APIs and other flexible connectors, DataMotion streamlines internal and client-facing workflows. The result is secure, efficient, and scalable message and document exchange within existing workflows. A secure repository allows access to prior secure exchanges.



Want more information on our secure message center?

Reach out to our team of experts at DataMotion.com/contact-sales/

DataMotion, Inc. @DataMotion

