

WHO WE HELP

Your Vision

We work with industry leaders who need to innovate quickly to meet ever-evolving consumer demand for streamlined, digitalized communications. If you have a vision for the future of customer communications that embodies personalized, agile, and compliant touchpoints across every channel, CEDAR CX is the right solution for you.

Modern Technology

The CEDAR CX Customer Communications Management (CCM) platform provides financial services businesses groundbreaking control over their omnichannel customer engagement. Our SaaS solution is engineered to empower highly regulated industries with the ability to build stronger connections and longer-lasting customer relationships than ever before.

Industries we support



Auto Finance

Modernize the experience of every customer communication throughout the lending and leasing life cycle.



Banking & Financial Institutions

Accelerate digital transformation with a CCM solution that adapts to any core legacy or current business system, enabling a modern CX.



Insurance

Reach your customers faster with rapid, real-time updates on their quotes, policies, and claims.



Mortgage

Streamline the mortgage loan management experience from pre-approval through post-closing with enhanced digital capabilities.



Retirement & Wealth Management

Strengthen investor confidence with dynamic, interactive digital engagement.



Modern, Real-time Customer Communications Are Essential for Attracting and Retaining Customers

44%+

of banking customers face **medium to high friction** during interactions

90%

of automotive CIOs do not believe they have reached **digital maturity**

72%

of insurers do not have the **sophistication or digital maturity to provide** seamless CX

82%

of banking and lending executives say digitalization is **transforming key mortgage processes**

46%

of wealth management firms are **just beginning their digital journey**

Auto Finance

Banking & Financial Institutions



Despite the efforts of the banking industry to deliver an integrated, omnichannel experience to their customers, consumers are still frustrated by cross-channel friction. Communication silos and unstructured data remain a big problem for financial institutions. When only 6% of banks have a single source of trusted and related customer information across their businesses and systems, very few are able to deliver the wholistic experience that customers crave.

Communications that bridge the gaps between both internal departments and external channels are required to meet the customer expectations. CEDAR CX connects disparate internal systems and enables a single source for customer communications across the enterprise. The result is timely, accurate, and personalized customer experiences that foster positive engagement throughout the entire customer life cycle. Our CCM solution has flexible integration capabilities and is pre-integrated with many core banking systems.

Insurance

Mortgage

Retirement & Wealth Management

Transform Your Fragmented Customer Experience

Learn why so many best-in-class financial services businesses choose CEDAR CX to elevate their customer communications management. Schedule a free demo with one of our CCM experts.

REQUEST A DEMO

Solutions

Improved Digital CX
Real-Time Communications
Consolidated Communications Management
Preference & Engagement Insight
Governance Control & Audit Traceability

Services

SaaS Support
Professional Services
Consulting
Implementation
Design
Content Management
Education & Training

Who We Help

Auto Finance
Banking & Financial Institutions
Insurance
Mortgage
Retirement & Wealth Management

Who We Are

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