EXCITING NEWS

CEDAR CX has been acquired by Precisely, the leader in data integrity

Learn more

Engaged customers. Better processes. All in one powerful platform.

Deploying a digital-first solution doesn't have to be hard. CEDAR CX is a straightforward SaaS Customer Communications Management (CCM) platform built to remove roadblocks between you and your customers, all while ensuring compliance at every customer touchpoint.

LEARN MORE

What CEDAR CX Does

Customer experience management in a single, unified CCM platform. Enabling engagement in a digital world. Designed with the needs of the financial services industry in mind.

Improved Digital CX

Real-Time Communications

Consolidated Communications Management

Preference & Engagement Insight

Governance Control & Audit Traceability

What Is Your Fragmented Customer Experience Costing You?

80%+

of customers demand an **omnichannel experience**

81%

of customers would **switch to a bank** that offers anytime, anywhere accessibility

52%

of customers describe most **service interactions as fragmented**

86%

of customers are willing **to share their data** for a more personalized experience

50%+

of consumers are looking for **better integration between the physical and digital**

63%

of customers say they would **switch banks if communications** don't meet expectations

Who We Help

Banks, P&C insurance companies, retirement, wealth, consumer and finance leaders benefit from CEDAR CX's powerful CCM solution, purpose-built with highly regulated and data intensive businesses in mind.

How We Help

Customer experience solutions that integrate seamlessly with legacy systems to drive enhanced customer engagement.

Auto Finance >

Banking & Financial Institutions >

Insurance >

Mortgage >

Retirement & Wealth Management >

True Omnichannel Engagement Is Our Passion

We've been pioneering communications solutions for financial services businesses for almost 30 years. We know everything about the industry because it's where we come from. We've built a solution tailored to the specific issues our clients face – from digital CX to real-time, rapid messaging we empower our clients with the best CCM solution on the market.

ABOUT US

SaaS Support

We work with you to make sure both you and your customers are successful.

With CEDAR CX Technologies, customer communications equal better experiences for your customers. But CCM also equals better experiences for our clients. When you work with us, we help you shape your entire communications strategy to be more efficient, agile, and engaging across all channels. You can feel confident that you'll have support as your customers' communications needs evolve over time. Our unparalleled support team is your partner in crafting quality customer experiences with CCM tools that will always be cutting-edge.

READ MORE

Professional Services

Our team of CCM experts is here to help. From free consulting workshops to crafting persuasive communications campaigns, CEDAR

CX is dedicated to providing our clients with first-class support. We leverage our decades of experience improving the way businesses connect to their customers to guide our clients through every stage of their customer experience transformation.

Our customer experience professional services are tailor-made to fit our clients’ needs. Whether you want to take a do-it-yourself approach, need us to do it for you, or want to work together as a team, we’re here.

- Consulting
- Change Management
- Design
- Implementation
- Education & Training

READ MORE

> “Partnering with CEDAR was a very easy decision. They had delivered on their promises with the implementation of our billing document and did the same with Personal Lines SDO. Their goal has always been the same….deliver ‘value’ to our company.”

VP, Customer Experience

Top 100 property-casualty insurance company

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

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