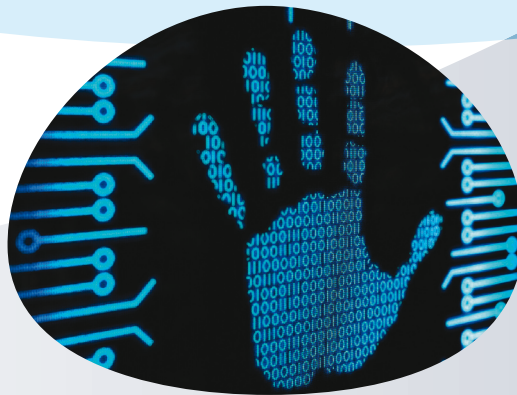# comtec

MalamTeam

com.
Info·Bay CSM

Customers Secure Mail

Secured & verified communication with customers

Insurance Carriers, MGAs and Agents:

- **Is the paper trail to your customers weighing you down?**

- **Do you send sensitive policy related information via email?**

- **Are you worried the files you are sending simply aren't secure enough?**

As an insurance carrier, MGA or agent, you need to communicate volumes of sensitive information to your customers on a daily basis. There are policies that need renewing, personal information, periodic summaries, special offers and so much more; all information that requires an appropriate level of security - regular email just won't do!

You need a system you can trust.
One that will insure the information you send arrives immediately and directly to the person it was intended for, while you maintain control even after you hit 'send'.

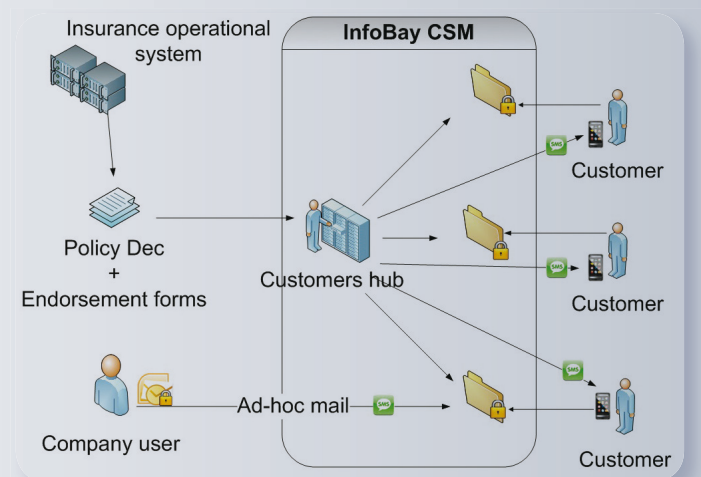## Introducing InfoBay CSM
Customer Secure Mail Solution

InfoBay CSM allows insurance organizations to share sensitive information with their customers, by creating a direct and easily accessible channel of communication between the back-office systems and the customers.

Using a layered security mechanism, InfoBay CSM maintains the same strict level of security enforced within the local network, when dealing with non-registered external users.

How It Works

InfoBay securely transfers information from the insurance organization within the network, to non-registered users outside the network, by providing the user with single-use login information via text message.

Rather than sending the sensitive information and loosing track of it (via traditional mail or email), InfoBay CSM lets organizations publish the data to the customer - giving the specific user secure and limited access to it. A layered security mechanism ensures the right user, and only the right user, can access the information according to predefined permissions (view only, edit, download, forward etc.).

All user activities are then monitored to enforce user limitations and provide the organization with 'proof of delivery' as well as a detailed audit trail.

Info·Bay CSM

Other InfoBay applications:

InfoBay ASM
Agents Secure Mail
Securing communications between your systems and your agents

InfoBay SSM
Suppliers Secure Mail
Managing & securing communications with claims related service providers

About comtec

Comtec was established over 30 years ago and has a proven success and track record delivering dozens of solutions to leading global clients in the US and Europe.
Comtec is part of the largest IT group in Israel - Malam Team Group

Comtec's vision is to provide strategic insurance software solutions and services to the Insurance Industry, while maintaining close relations with their target markets.
With a focus on excellence and integrity, Comtec operates in the best interests of its clients and pride itself on their innovative TIS (Total Insurance System) an end-to-end solution for insurance carriers and InfoBay, a leading secured communication management system.
Comtec's insurance software has been endorsed by leading industry analysts and enjoys a large loyal customer base.

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