



About OSG



More than 25 years ago, OSG opened its doors as a transactional billing and communications provider. Today, OSG is a leading innovator in critical customer communications, offering a full suite of integrated solutions that transform the way our clients reach their customers. OSG's reputation for excellence is based upon award-winning communications solutions and long-term investment in our clients' success. The partnerships revolve around technology, but the communication is always personal.

A strategic partnership with OSG offers unrivaled industry experience, creativity and unparalleled service targeted at designing, producing and deploying data-driven, highly personalized, secure customer communications. Our mission is to guarantee that our customers' transactional documents are distributed on-time and error-free, and that they effectively promote their businesses and facilitate increased sales. To guarantee zero-defect processing and on-time performance, OSG utilizes a highly-defined Automated Document Factory (ADF) system, which allows us to implement stringent quality controls for invoice and statement production. To ensure business continuity, we operate full production facilities across the United States, Canada and Europe. Invoice production takes place 24 hours a day, 7 days a week, 365 days a year.

Locations

Corporate Headquarters

- Ridgefield Park, NJ

Production Facilities

United States

- Birmingham, AL
- Carlstadt, NJ
- Carol Stream, IL
- Council Bluffs, IA
- Eagan, MN
- Jacksonville, FL
- Milwaukee, WI
- Mount Airy, NC
- Naperville, IL
- Renton, WA
- Tempe, AZ

Canada

- Brampton, Ontario

Europe

- Copley, UK
- Crewe, UK
- Leeds, UK
- Liverpool, UK

Marketing Services

- Atlanta, GA
- Baltimore, MD
- Carol Stream, IL
- Durham, NC
- Kenilworth, NJ
- Mesa, AZ
- Oil City, PA
- Philadelphia, PA
- Plainville, CT
- Rochester, NY
- Seattle, WA
- Scottsdale, AZ
- Ft. Lauderdale, FL
- Temple, TX

Payment Services

- Plantation, FL
- Miami, FL
- Norristown, PA
- Venice, CA

Industries Served

With a data-driven approach that meets industry-specific needs, OSG has the knowledge and expertise to best suit the needs of a variety of markets.

- Communications
- Media
- Financial Services
- Home Comfort Services
- Credit Unions
- Utilities/Municipalities
- Healthcare
- Government
- Collections
- Property Management
- Retail
- Distribution



OSG Fully Integrated Solutions

Robust Electronic Billing

- Omnichannel presentment and payment
- Fully-integrated customer service module
- Seamless, secure and transparent hosted biller-direct solution
- Electronic document archiving and management services
- Self-service capabilities
- Extension of company website
- Accounts payable and accounts receivable automation
- Claims form/deduction process automation
- Image capture technology
- Data entry and database management
- Software-as-a-Service
- Paper scanning and microfilm conversion
- Reporting and processing services

Full Color Print and Mail

- High-quality document production
- Flexible, targeted messaging
- Full color capabilities that enhance readability and prompt action
- In-house production using the latest printing and inserting technology
- Multiple facilities for balanced, efficient job processing
- Check and coupon book printing

Customer Communication and Marketing Solutions

- Integrated messaging across your invoice or statement
- In-house Creative Studio
- Full color transpromo opportunities
- Lifecycle marketing program
- Branding
- Lead generation/customer acquisition
- Email marketing
- Call Center services
- Predictive marketing
- Data/predictive analytics
- Digital marketing
- Social media
- Public relations
- SEO/SEM services
- Personalized omnichannel solutions
- Marketing automation

Optimized Mail Services

- First-class mail automation and presort discounts through the USPS
- MailTrekSM to efficiently track inbound and outbound mail
- NCOA^{Link}[®] and OneCode ACS[®] licensees for automated and electronic address corrections
- Return Mail processing to reduce costs of undeliverable mail and update customer databases



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