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Who is Contisystems?

- A company with more than 50 years of history
- Located in **Portugal** (Lisbon, Aveiro and Oporto – images on the right)
- Started with offset printing mainly for banks
- Evolved for bank card personalization and digital printing
- Turned into a **multichannel personalized communications supplier** for main national banks, insurance companies and utilities companies
- Was acquired, in 2023, by Spanish group Mailcomms
- Is now focused on **transformational services for digital secure communications** such as registered emails

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What does Unicks brand stand for?

- Since 2020, the **Customer Communications Management** services provided by Contisystems have been communicated through the brand Unicks
- Unicks stands for **Universal Blocks**, a modular set of services that can address the different communication needs that companies have to reach their customers
- Unicks **aggregates data preparation tasks, template design, and document production, as well as omnichannel delivery**
- At its core, Unicks is built with **security by design**, holding the 27001 certification for information security management

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Why are we here?

- We are **working with MDS to drive digitalization** across mailroom operations and customer communications
- We are well-acquainted with the processes of brokers and insurance companies
- We've successfully deployed **Registered Email** for several organizations in Portugal, ensuring legal value and traceability
- As an **EU-regulated service (eIDAS-compliant)**, understanding its potential can be a strategic advantage
- It enables **faster, more efficient processes** — replacing traditional physical registered mail with a secure digital alternative

Registered Emails significantly reduce your operacional costs

Registered Emails are the solution that allows you to replace traditional registered mail with a digital alternative, **providing legal proof of sending and delivery**, ensuring **security, traceability, and compliance** with current regulations.

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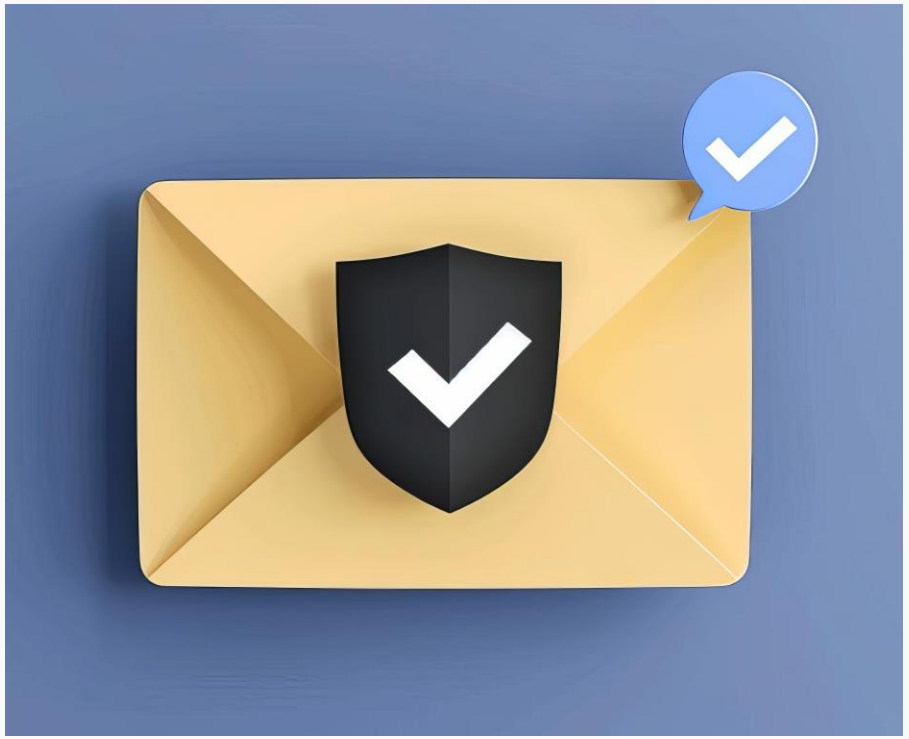
Advantages over registered mail

- **Safety**
  Ensures the integrity of the content and protects against alterations or fraud.
- **Cost reduction**
  Eliminates paper, printing, and postal mailing expenses.
- **Rapidity**
  Process automation and near-instantaneous delivery of critical communications.
- **Operational efficiency**
  Easy to archive and search the emails and respective certificates.
- **Sustainability**
  Reduces environmental impact by eliminating paper and physical transport.
- **Control**
  Online monitoring, in real time, of the entire process.

Does it have the same legal value as traditional registered mail?

Yes! European regulations (eIDAS) guarantees the legal validity of the registered email.



[Click here to check the eIDAS regulation]

What does eIDAS say?

Article 43:

- The registered email has legal value and **can be used as evidence in court**.
- Qualified registered email has the following legal presumptions:
  - **Date and time** of sending and receiving are exact.
  - The **recipient** has received the message.
  - The data **has not changed**.
  - The sender is **authentic**.

Article 44:

- To be considered as a qualified registered communication, email must:
  - Be sent by a **QERDS certified provider** (e.g. Mailteck, Customer Communications Teknalia);
  - **Identify** sender and recipient with a high level of confidence;
  - Ensure data **security and integrity**;
  - Ensure **transparency in any format change** (e.g., conversion from Word to PDF);
  - Identify date and time by means of a **qualified timestamp**.

Click here to check all certified providers for QERDS

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How does it work?

Monitoring: The system records all steps of the process and generates evidence.

Sending

We send your registered e-mail in an automated way or from the request made on the Self-service Portal.

Delivery

The recipient receives the email and, depending on the configuration, may be asked to take action to refer to the document.

Legal proof

A delivery certificate (and read, depending on the service options subscribed) is generated, stored digitally for future reference.

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Integration via SFTP
Secure data sharing environment for batch high-volume document submissions.

Integration via API
Automation of registered emails for batch or one-on-one sending.

Self-Service portal
Sending and managing manually registered emails for one-on-one sending.

Integrate them into your operations **simply and efficiently.**

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Integration via SFTP

Secure data sharing environment for batch high-volume document submissions.

Integration via API

Automation of registered emails for batch or one-on-one sending.

Build communications

Now we have received the data, we will fill in the templates and get all the content ready

Follow the flow

Based on the rules predefined and the content built, the communications will be sent

Email sent

Possibility to track and trace the whole process in real time

Certificate issued

Based on the rules predefined and the content built, the communications will be sent

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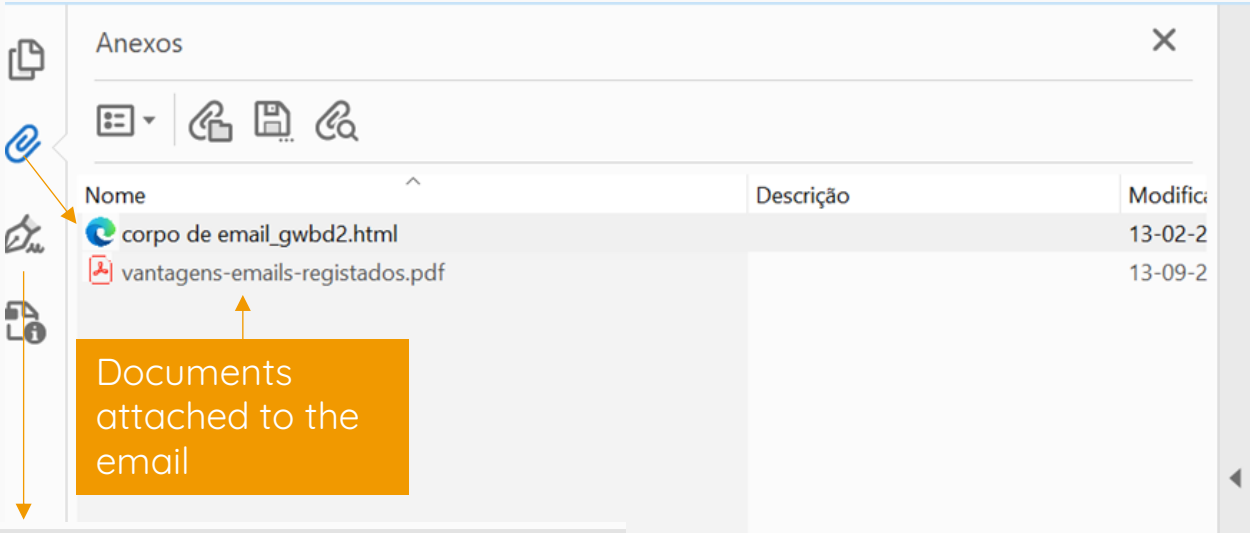
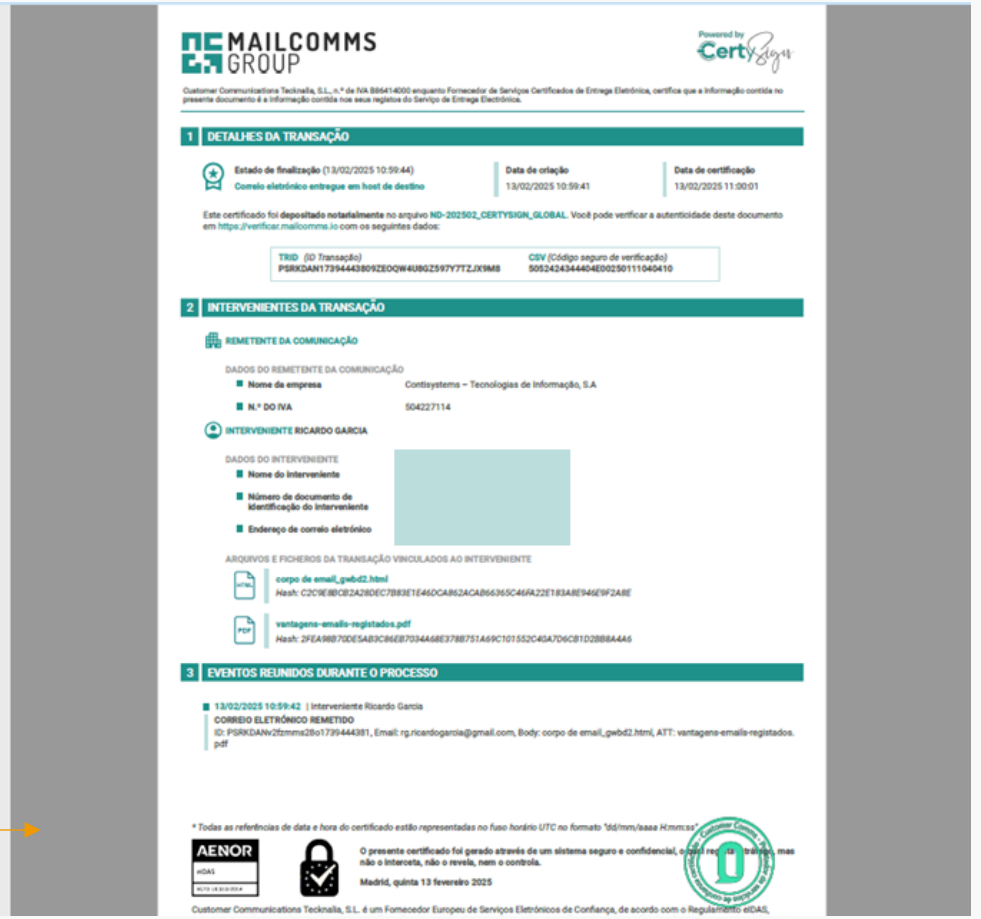
Certificate (Qualified Registered Email)





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Security and Personalization

Qualified Registered Emails allow **different levels of authentication of the recipient, increasing the security** of communication according to the needs and desired levels of security.

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Types of experience

- **Attached document**
  The recipient finds, in the email they receive, direct access to the attached document.

- **Direct access link**
  The recipient can open the email and access the document via link, without additional authentication.

- **Application for acceptance**
  After clicking on the link, but before viewing the document, the recipient must confirm that they accept the message.

- **Data validation**
  After clicking on the link, but before viewing the document, you are required to enter information (e.g. customer number).

- **OTP code by SMS**
  After clicking on the link, but before viewing the document, it is required to enter a unique code sent by SMS.

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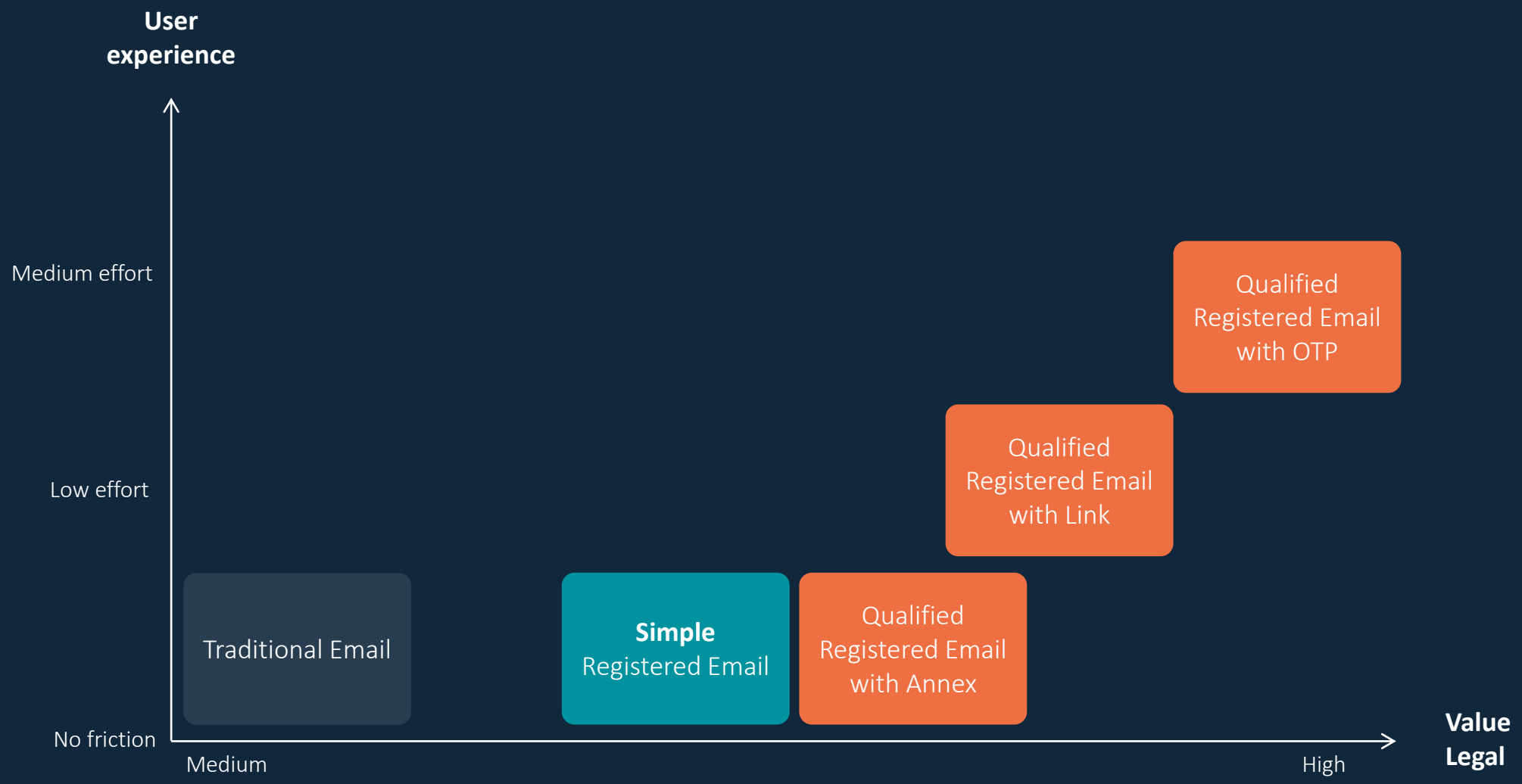

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Slide opcional para gestão de tempo

Why you should quit using registered physical mail

Safety
The registre does not hold any proof on the content on the sent letter.

Costs
You keep paying for paper, printing, and postal mailing expenses.

Slow
Processes take days, or even weeks longer than the digital alternative.

Operational difficulties
Requires phisical space to store and time & people to search whenever needed.

Sustainability
Has significant environmental impact by using paper, printing and physical transport.

Control
You do not have any news of the process until you get the receipt confirming your mail delivery.

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