

City of Leon Valley

Introduction

This case study of City of Leon Valley is based on a November 2019 survey of Quadi7ent customers by TechValidate, a 3rd-party research service.

The City of Leon Valley is home to 11,000 plus residents and is located 10 miles from downtown San Antonio. The City is a full service city with public safety departments including the Fire Department, Emergency Management Services, and Police Department. Operational departments include: Administration, Community and Economic Development, Finance, Leon Valley Public Library, Municipal Court, and Public Works departments.



“Quadi7ent provides excellent service and products!”

Challenges

The City of Leon Valley had some critical business challenges that were impacting their communication abilities. These challenges led them to purchase a document automation solution that would enable them to do the following:

- Automate some or all outbound mail processes
- Eliminate a non-core function such as mail processing to focus employees on core tasks
- Reduce the overall cost of outbound customer communications

Use Case

Quadi7ent was chosen to be their document automation solution provider for having these core abilities:

- Simple implementation to avoid disruption of their business
- Ease of use of the solution

With Quadi7ent, the City of Leon Valley could send 2,000 – 5,000 communications each month. Prior to Quadi7ent, communication processes were handled manually.

Results

The City of Leon Valley achieved numerous results with the implementation of the Quadi7ent solution. They saw improvements greater than 50% in these important areas:

- Reduced time spent processing mail
- Reduced overall costs
- Increased customer satisfaction
- Improved speed of document delivery
- Eliminated errors

They have also indicated that the Quadi7ent solution has had a high impact on their organization with the following:

- Improved look and feel of outbound communications
- Focus employees on higher value tasks
- Reporting and compliance on outbound communications
- Improved corporate image by creating best-in-class communications

In addition to the above results, the City of Leon Valley indicated that they were extremely satisfied with Quadi7ent’s solution in these categories:

- Performance and Scalability
- Customization & Flexibility
- Multi-channel delivery (physical & digital)
- Ease of use of solution
- Simple Integration, Implementation & Onboarding
- Ongoing Support
- Cloud-based features
- Feature set

Organization Profile

Organization:
City of Leon Valley

Organization Size:
State & Local

Industry:
Government

About Quadi7ent

Quadi7ent, formerly Neopost, is the driving force behind the world’s most meaningful customer experiences. By focusing on four key solution areas including Customer Experience Management, Business Process Automation, Mail-related Solutions, and Parcel Locker Solutions, Quadi7ent helps simplify the connection between people and what matters. Quadi7ent supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadi7ent is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadi7ent, visit quadi7ent.com/connections.

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