

Medical Diagnostic Laboratories, L.L.C.

Introduction

This case study of Medical Diagnostic Laboratories, L.L.C. is based on an October 2019 survey of Quadient customers by TechValidate, a 3rd-party research service.

Medical Diagnostic Laboratories, L.L.C. (MDL) serves mainly as a reference laboratory for molecular diagnostic based testing to laboratories, hospitals and physicians worldwide. MDL is comprised of experts in the fields of Molecular Biology, Immunology, Virology, Microbiology, Mycology, Pharmacogenomics, Antimicrobial Resistance and Oncology.



“The solution from Quadient will increase our operational efficiencies. I am looking forward to seeing additional results after more time goes by.”

Challenges

Medical Diagnostic Laboratories, L.L.C. (MDL) was experiencing some challenges with regards to their mailing and communication processes. They needed the ability 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
- Eliminate error and maintain compliance with internal and/or external requirements

Use Case

MDL evaluated and then selected Quadient to be their document automation solution provider. The main reasons they chose Quadient are listed below:

- Simple implementation process to avoid disruption of their business
- Ease of use of the solution
- Secure system to protect customer data
- Reporting and visibility of all outbound communications
- Support after go live
- SaaS based architecture to limit IT resource requirements

With their Quadient solution, MDL could send approximately 50,000 – 100,000 communications each month.

Results

Following the implementation, MDL rated the capabilities of the Quadient solution:

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

In addition to the above, MDL estimated the following impact on its organization:

- Reduced time spent processing mail: 5-10%
- Reduced overall costs: 5-10%
- Improved speed of document delivery: 5-10%
- Eliminated errors: 25-50%

Company Profile

Company:
Medical Diagnostic Laboratories, L.L.C.

Company Size:
Medium Enterprise

Industry:
Healthcare

About Quadient

Quadient, 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, Quadient helps simplify the connection between people and what matters. Quadient supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadient is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadient, visit quadiant.com/connections.

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