quadient
Because connections matter.

State & Local Government

Introduction

This case study of a state and local government agency is based on an October 2019 survey of Quadient customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

Challenges

The main drivers for purchasing Quadient's document automation solution were the following:

- To automate some or all outbound mail processes
- To provide digital delivery channel options for their customers
- To eliminate a non-core function such as mail processing to focus employees on core tasks

Use Case

Quadient was selected for it's ease of use of the solution and for the reporting and visibility of all outbound communications

Prior to Quadient, this government organization handled outbound communications manually. After implementing Quadient's solution, they could send approximately 2,000 communications each month.

Results

Numerous results were reported once Quadient was used. This organization noted the following:

- Reduced time spent processing mail: greater than 50%
- Reduced overall costs: 25-50%
- Increased customer satisfaction: greater than 50%
- Improved speed of document delivery: 25-50%

The impact on these areas was also reported as being high:

- Focus employees on higher value tasks
- Reporting and compliance on outbound communications

In terms of the software capabilities, Quadient ranked extremely well is these critical areas:

- 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: Extremely satisfied
- Ongoing Support: Extremely satisfied
- Cloud-based features: Satisfied
- Feature set: Extremely satisfied

Organization Profile

The organization featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Organization Size:
State & Local

Industry:
Government

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 quadient.com/connections.

Learn More:

 Quadient