

William C. Earhart Company, Inc.

Introduction

This William C Earhart Company case study is based on a November 2019 survey of Neopost customers by TechValidate, a 3rd-party research service.

The William C. Earhart Company, Inc, a third party administrator of employee benefits, and has been a leader in the benefits industry since inception. Validate



“Operationally, we have benefited from digital output and the platform performance. It has also allowed for easier expansion of workflows.”

Challenges

Listed below are the key drivers that led William C. Earhart Company, Inc. to evaluate and ultimately select Quadiant. They needed the ability to:

- Automate some or all outbound mail processes
- Provide digital delivery channel options for their customers
- Reduce the overall cost of outbound customer communications
- Eliminate errors and maintain compliance with internal and external requirements

Use Case

The most important factors that led the William C. Earhart Company to select Quadiant’s BPA Solution were the following:

- Simple implementation 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
- Multi-channel (print & digital) options

With Quadiant, they were now able to process between 10,000 – 25,000 outbound communications per month. Prior to implementing Quadiant, William C. Earhart was using a legacy system for their communications.

Results

William C. Earhart Company, Inc. achieved the following results with Quadiant:

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

They also estimated the following impact the solution had on their organization:

- *Increased customer satisfaction: 25-50%
- *Improved speed of document delivery: 10-25%

In addition to the above, the following results were achieved:

- Improved look and feel of outbound communications
- Reporting and compliance on outbound communications
- Improved corporate image by creating best-in-class communications

Company Profile

Company:
William C Earhart Company Inc

Company Size:
Small Business

Industry:
Insurance

About Quadiant

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

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

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