

# Alastin Skincare, Inc.

## Introduction

This case study of Alastin Skincare, Inc. is based on an August 2021 survey of Quadiant customers by TechValidate, a 3rd-party research service.



“This once monotonous and burdensome task of monthly statements is gone!”

“We spend less hours manually stuffing envelopes which allows us to perform value added work instead.”

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Quadiant:

- The main drivers for purchasing a document automation solution such as Quadiant Impress:
  - Optimize some or all outbound mail processes
  - Eliminate manual mail processing steps to re-allocate key employees to core tasks
- The most important factors when selecting Quadiant Impress as their document automation solution:
  - Ease of use of the solution
  - Simple implementation to avoid disruption to their business

### Company Profile

Company:  
**Alastin Skincare, Inc.**

Company Size:  
**Small Business**

Industry:  
**Pharmaceuticals**

## Use Case

The key features and functionalities of Quadiant that the surveyed company uses:

- They approximately send under 3,000 customer communications per month.
- They work in the Finance/Accounting department.
- How they handled outbound communication processes prior to implementing Quadiant Impress:
  - Manually

## Results

The surveyed company achieved the following results with Quadiant:

- Rates the following capabilities of the solution based on their use of Quadiant Impress:
  - ease of use: very satisfied
  - reporting: satisfied
  - simple implementation: very satisfied
  - ongoing support: very satisfied
- Estimates the impact the solution has had on their department:
  - improved speed of document delivery: > 75%
  - reduced time spent processing mail: > 75%
  - increased cost savings: 25 – 50%
  - reduced returned mail: 0 – 10%
- Indicates the impact Quadiant Impress has had on their organization:
  - ability to focus employees on higher value tasks: high impact
  - enhanced corporate image by creating best -in-class communications: high impact
  - improved look and feel of outbound communications: high impact
  - reporting and compliance on outbound communications: high impact
  - efficiency and job satisfaction of your employees: high impact