

Consolidated Service Group

Introduction

This case study of Consolidated Service Group is based on an October 2021 survey of Quadiant customers by TechValidate, a 3rd-party research service.



“Quadiant Impress allows our company to focus on more critical tasks by doing the bulk share of the legwork and taking out the guesswork of the mundane tasks.”

“Quadiant Impress provides an ease of use solution to help simplify our mailroom services.”

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
 - Mitigate risks and maintain compliance with internal and/or external requirements
- The most important factors when selecting Quadiant Impress as their document automation solution:
 - Ease of use of the solution
 - SaaS-based architecture to limit IT resource requirements
 - Secure system to protect customer data
 - Simple implementation to avoid disruption to their business
 - Support after go live

Company Profile

Company:
Consolidated Service Group

Company Size:
Medium Enterprise

Industry:
Healthcare

Use Case

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

- They approximately send between 25,000 and 100,000 customer communications per month.
- They work in the Facility management/Mail center department.
- How they handled outbound communication processes prior to implementing Quadiant Impress:
 - In-house with a previous version of the solution

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
 - multi-channel (print & digital) options: very satisfied
 - SaaS-based architecture: very satisfied
 - secure system: very 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: > 75%
 - reduced returned mail: > 75%
- Indicates the impact Quadiant Impress has had on their organization:
 - enhanced corporate image by creating best -in-class communications: high impact
 - improved look and feel of outbound communications: high impact
 - efficiency and job satisfaction of your employees: high impact