

Large Enterprise Wholesale Distribution Company

Introduction

This case study of a large enterprise wholesale distribution company is based on a November 2019 survey of Quadiant customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

The company markets and distributes a comprehensive offering of products and services to customers both inside and outside of the United States.



“The Quadiant document automation solution saves us time and we no longer need to manually stuff envelopes.”

Challenges

The main business challenge that led this large wholesale distribution company to purchase a document automation solution was that they needed to automate some or all, of their outbound mail processes.

Use Case

Quadiant was selected for its ease of use of the solution. This distribution company was able to send 2,000 – 5,000 communications per month.

Results

Once the solution was adopted, this company reported many positive results. Specifically, they noted improvements greater than 50% in these areas:

- Reduced time spent processing mail
- Increased customer satisfaction
- Improved speed of document delivery
- Eliminated errors

Overall, the company was very satisfied with Quadiant in these categories:

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

Company Profile

The company 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.

Company Size:
Large Enterprise

Industry:
Wholesale Distribution

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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