

# Medium Enterprise Insurance Company

## Introduction

This case study of a medium enterprise insurance company is based on an October 2019 survey of Quadient customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

This is a not-for-profit workers' compensation insurance company based in the United States.



“Quadient’s document automation solution is a good product.”

## Challenges

This insurance company needed to address two key challenges with regards to their mailing processes. They needed a document automation solution provider who would give them these capabilities:

- Automate some or all outbound mail processes
- Eliminate error and maintain compliance with internal and/or external requirements

## Use Case

The most important factors that led them to chose Quadient were the following;

- Simple implementation to avoid disruption of their business
- Ease of use of the solution
- Support after go live

These capabilities enabled them to send more than 100,000 communications each month.

## Results

Once the solution was adopted, numerous results were reported. This company was very satisfied in each of these areas of their organization:

- Performance and Scalability
- Customization & Flexibility
- Simple Integration, Implementation & Onboarding
- Ongoing Support
- Cloud-based features

They also estimated the following impact on their organization:

- Reduced time spent processing mail: greater than 50%
- Increased customer satisfaction: 25-50%
- Improved speed of document delivery: greater than 50%
- Improved cross-selling by using on-statement marketing: 5-10%
- Eliminated errors: greater than 50%

In addition to the above, these results were also reported:

- Improved look and feel of outbound communications: high impact
- Focus employees on higher value tasks: high impact
- Reporting and compliance on outbound communications: high impact
- Improved corporate image by creating best-in-class communications: moderate impact

### 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:  
**Medium Enterprise**

Industry:  
**Insurance**

### 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 [quadiant.com/connections](https://quadiant.com/connections).

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