

Medium Enterprise Energy & Utilities Company

Introduction

This case study of a medium enterprise energy & utilities company is based on an October 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.

They are US-based energy and utilities company and serve approximately 280,000 people in their area.



“Quadiant has great programs and services for all kinds of businesses.”

Challenges

The main reason for purchasing a document automation solution was the need to automate some, or all outbound mail processes.

Use Case

Quadiant was selected for its ease of use of the solution during the implementation process.

Prior to Quadiant, this company handled outbound communication processes manually. With Quadiant’s document automation solution they were able to send out more than 100,000 communications each month.

Results

The results of adopting Quadiant’s solution were numerous. The software had a high impact in these critical areas:

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

This company also estimated improvements greater than 50% in the following:

- Reduced time spent processing mail
- Reduced overall costs
- Increased customer satisfaction
- Improved speed of document delivery
- Improved cross-selling by using on-statement marketing
- Eliminated errors

When asked to rate Quadiant’s capabilities, this energy and utilities company noted the following:

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

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:
Energy & Utilities

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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