

Large Enterprise Professional Services Company

Introduction

This case study of a large enterprise professional services 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.

This company is part of an organization that has served customers in the United States for more than 95 years. They also operate in more than 50 countries worldwide.

Challenges

A core business challenge this large, professional services company faced, was that they needed to automate some, or all of their outbound mail processes.

Use Case

Quadiant's document automation solution was chosen for having these important features:

- Simple implementation to avoid disruption of their business
- Ease of use of the solution
- Secure system to protect customer data
- Reporting and visibility of all outbound communications
- Support after go live

After deciding on Quadiant to be their provider, they were able to send 10,000 – 25,000 communications each month. Prior to Quadiant, all outbound communication processes were handled manually so this was a significant improvement.

Results

There were numerous positive results reported once the Quadiant solution was implemented. Enabling employees to focus on higher value tasks was highly impacted. Also, these results were reported:

- Reduced time spent processing mail: greater than 50%
- Reduced overall costs: 10-25%
- Improved speed of document delivery: greater than 50%

When asked to rate their satisfaction with Quadiant's solution, this company noted the following:

- Performance and Scalability: very satisfied
- Customization & Flexibility: very satisfied
- Ease of use of solution: extremely satisfied
- Simple Integration, Implementation & Onboarding: extremely satisfied
- Cloud-based features: 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:
Large Enterprise

Industry:
Professional Services

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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