

Small Business Real Estate Company

Introduction

This case study of a small business real estate company is based on an August 2021 survey of Quadient customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



“Sending out our daily mail has been more productive”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Quadient:

- The main drivers for purchasing a document automation solution such as Quadient Impress:
 - Optimize some or all outbound mail processes
- The most important factors when selecting Quadient Impress as their document automation solution:
 - Simple implementation to avoid disruption to their business

Use Case

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

- They approximately send under 3,000 customer communications per month.
- They work in the office manager department.
- How they handled outbound communication processes prior to implementing Quadient Impress:
 - In-house using a competitive solution

Results

The surveyed company achieved the following results with Quadient:

- Rates the following capabilities of the solution based on their use of Quadient Impress:
 - ease of use: very satisfied
 - multi-channel (print & digital) options: very satisfied
 - reporting: very satisfied
 - simple implementation: very satisfied
 - ongoing support: very satisfied
- Estimates the impact the solution has had on their department:
 - eliminated errors: > 75%
 - increased customer satisfaction: > 75%
 - improved speed of document delivery: > 75%
 - reduced time spent processing mail: > 75%
 - increased cost savings: > 75%
 - reduced returned mail: > 75%
- Indicates the impact Quadient Impress has had on their organization:
 - ability to focus employees on higher value tasks: high impact
 - enhanced corporate image by creating best -in-class communications: high impact
 - improved look and feel of outbound communications: high impact
 - reporting and compliance on outbound communications: high impact
 - efficiency and job satisfaction of your employees: high 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:
Small Business

Industry:
Real Estate