

State & Local Government

Introduction

This case study of a state & local government is based on an October 2019 survey of Quadi^{ent} customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

This government body represents one of the fastest growing counties in the United States. It has numerous housing options, a highly rated school system, a top-tiered health care system and a variety of recreation and cultural options.

Challenges

The drivers that led this government organization to acquire a document automation solution were the reasons below; they needed the ability to:

- Automate some or all outbound mail processes
- Eliminate a non-core function such as mail processing to focus employees on core tasks

Use Case

After considering various competitors, this organization chose Quadi^{ent} for having these features; ones they considered to be most important:

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

With Quadi^{ent}'s document automation solution, they were able to send out 2,000 communications each month. Outbound communications were previously handled manually.

Results

Following the implementation of the software, numerous positive results were achieved. Not only did the solution have a high impact on the look and feel of outbound communications, but the software enabled employees to focus on higher value tasks.

Additional results reported by this company included the following:

- Reduced time spent processing mail: 25-50%
- Reduced overall costs: 10-25%
- Increased customer satisfaction: 10-25%
- Improved speed of document delivery: Greater than 50%
- Eliminated errors: Greater than 50%

When asked to rank their level of satisfaction with the Quadi^{ent} solution, this organization 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

Organization Profile

The organization 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.

Organization Size:
State & Local

Industry:
Government

About Quadi^{ent}

Quadi^{ent}, 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, Quadi^{ent} helps simplify the connection between people and what matters. Quadi^{ent} supports hundreds of thousands of customers worldwide in their quest to create relevant, personalized connections and achieve customer experience excellence. Quadi^{ent} is listed in compartment B of Euronext Paris (QDT) and belongs to the SBF 120 index.

For more information about Quadi^{ent}, visit quadient.com/connections.

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