

# Brandywine Printing

## Introduction

This case study of Brandywine Printing is based on a November 2019 survey of Quadient customers by TechValidate, a 3rd-party research service.

Brandywine Printing, Inc. has been family owned and operated for over 25 years. They have a strong commitment to service and quality, and strive to keep up with the ever changing technology of the industry.



“We can confidently report to our customers that their mail is being delivered now. Prior to OMS we were just hoping!”

## Challenges

Brandywine Printing was experiencing a key business challenge they needed to address. They needed a document automation solution that would help them eliminate error and maintain compliance with internal and/or external requirements.

## Use Case

Brandywine Printing selected Quadient for having these important features and abilities:

- Ease of use of the solution
- Secure system to protect customer data
- Reporting and visibility of all outbound communications

With the Quadient document automation solution, Brandywine Printing was able to send more than 100,000 communications per month, to their customers.

Prior to Quadient, all outbound communication processes were handled manually.

## Results

Following the implementation of Quadient’s document automation solution, Brandywine Printing reported significant results:

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

Brandywine Printing reported that the impact of Quadient’s solution was high in these areas of their organization:

- Focus employees on higher value tasks: high impact
- Reporting and compliance on outbound communications: high impact

They were also extremely satisfied with the Quadient solution, specifically:

- Performance and Scalability
- Customization & Flexibility
- Ease of use of solution
- Simple Integration, Implementation & Onboarding
- Ongoing Support
- Feature set

### Company Profile

Company:  
**Brandywine Printing**

Company Size:  
**Small Business**

Industry:  
**Marketing & Advertising**

### 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 [quadi<sup>ent</sup>.com/connections](https://quadi<sup>ent</sup>.com/connections).

Learn More:

[Quadi<sup>ent</sup>](https://quadi<sup>ent</sup>.com)