QUADIENT CASE STUDY

Large Enterprise Healthcare Company

Introduction

This case study of a large enterprise healthcare company is based on an October 2019 survey of Quadient customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

This company is a global medical device company and has delivered treatment to millions of people around the world.

> **"Quadient provdies good service and support to their clients."**

Challenges

There were 3 key business challenges that led this large healthcare organization to acquire a document automation solution. 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
- Eliminate error and maintain compliance with internal and/or external requirements

Use Case

These drivers led this company to chose Quadient to be their provider. When selecting Quadient, they considered the following features as being most important:

- Simple implementation process 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

With Quadient, they could send more than 100,000 communications per month. Previously, all outbound communication processes were handled manually.

Results

When this business was asked to rank their level of satisfaction with the Quadient solution, they provided the following reponses:

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

Their estimated impact on their business processes included the following:

- Reduced time spent processing mail: Greater than 50%
- Improved speed of document delivery: 25-50%
- Eliminated errors: Greater than 50%

In addition to the above improvements, this healthcare organization stated that the solution had a high impact on these areas as well:

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

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:
Healthcare

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 quadient.com/connections.

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