

Epic Management, L.P.

Introduction

This case study of Epic Management, L.P. is based on an October 2019 survey of Quadient customers by TechValidate, a 3rd-party research service.

EPIC Management, L.P. provides management and consulting services to Southern California physician groups and IPAs. EPIC's clients have over 200 physicians that provide health services to over 150,000 patients.



“We have benefited from implementing Quadient’s document automation solution because of its accuracy and time management.”

Challenges

There were 3 main drivers that led Epic Management to purchase Quadient’s document automation solution. These included the need to:

- Automate some or all outbound mail processes
- Reduce the overall cost of outbound customer communications
- Eliminate error and maintain compliance with internal and/or external requirements

Use Case

The most important factor for adopting Quadient’s document automation solution was the simple implementation feature which would avoid disruption of their business.

With Quadient, Epic Management was able to send 10,000 – 25,000 communications each month. Prior to this, all outbound communication processes were handled manually.

Results

The results of implementing Quadient were extremely positive. The impact the solution had on their organization is below:

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

They also estimated these results once they started using the solution:

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

Overall, Epic Management was very satisfied with Quadient’s document automation solution. They rated Quadient’s capabilities in these areas:

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

Company Profile

Company:
Epic Management, L.P.

Company Size:
Medium 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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