

RSVP Consulting

Introduction

This case study of RSVP Consulting is based on an October 2019 survey of Quadiant customers by TechValidate, a 3rd-party research service.

RSVP Consulting is an independent business consulting company, specialising in the development and implementation of creative ideas. They offer Billing and Practice Management solutions for hospitals and medical practices, with an emphasis on providing financial stability.



“Quadiant’s document automation solutions are better because they make mail processes faster.”

Challenges

RSVP Consulting evaluated and then selected Quadiant as they required the ability to automate some or all of their outbound mail processes.

Use Case

The most important factor that led RSVP Consulting to chose Quadiant was the fact that Quadiant had a simple implementation process. This would prevent them from having any disruption of their business.

RSVP was able to send approximately 2,000 communications each month with Quadiant’s document automation solution.

Results

RSVP Consulting was asked to rate the capabilities of the Quadiant solution and in most areas, they were very satisfied with the results:

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

They also indicated that they were able to reduce time spent processing mail and they improved cross-selling by using on-statement marketing.

The overall impact on RSVP’s processes were positive. Results were recognized in these areas:

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

Organization Profile

Organization:
RSVP Consulting

Industry:
Non-profit

About Quadiant

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

For more information about Quadiant, visit quadiant.com/connections.

Learn More:

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