

C and M Ventures Limited

Introduction

This case study of C and M Ventures Limited is based on a December 2019 survey of Quadient customers by TechValidate, a 3rd-party research service.



“This is an easier document automation solution to use and the equipment is updated.”

Challenges

C and M Ventures Limited (C&M Ventures) was experiencing some challenges with regards to their mailing and communication processes.

They needed a document automation solution provider to give them these specific capabilities:

- Automate some or all outbound mail processes
- Provide digital delivery channel options for their customers
- Eliminate a non-core function such as mail processing to focus employees on core tasks
- Reduce the overall cost of outbound customer communications

Use Case

Quadient was evaluated and selected for having these important features and services:

- Simple implementation process to avoid disruption of their business
- Ease of use of the solution
- Reporting and visibility of all outbound communications

Once the Quadient software was adopted, C&M Ventures was able to send 25,000 – 50,000 communications each month.

Results

C&M Ventures experienced numerous results with the Quadient document automation solution. They reported improvements greater than 50% in these core areas:

- Reduced time spent processing mail
- Reduced overall costs
- Improved speed of document delivery

When asked to rate the features and services of the solution, C&M Ventures said they were very satisfied in each of these areas of their business:

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

Company Profile

Company:
C and M Ventures Limited

Company Size:
Medium Enterprise

Industry:
Wholesale Distribution

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 quadiant.com/connections.

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