

# Small Business Real Estate Company

## Introduction

This case study of a small business real estate company is based on an October 2019 survey of Quadiant customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

This company offers real property management and community association management for homeowners associations (HOA) the United States.



“Quadiant’s document automation software is easier to use, more professional and time saving.”

## Challenges

To improve business operations, this real estate company needed to automate some, or all, of their outbound mail processes. They also needed to eliminate a non-core function such as mail processing, to focus employees on core tasks.

## Use Case

After reviewing document automation solutions, this company selected Quadiant for having these core capabilities:

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

Previously, their outbound communication processes were handled manually. With the implementation of Quadiant, they were able to send approximately 2,000 communications each month.

## Results

The results of using the solution were significant. Improvements greater than 50% were achieved in these core areas:

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

When asked to rate the features of the solution, the company reported they were very satisfied in each of these key areas:

- 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

The solution also impacted them in these ways:

- 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:  
**Small Business**

Industry:  
**Real Estate**

### 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](https://quadiant.com/connections).

Learn More:

[Quadiant](https://quadiant.com)