QUADIENT CASE STUDY

# Southwestern Health Resources

## Introduction

This case study of Southwestern Health Resources is based on an October 2021 survey of Quadient customers by TechValidate, a 3rd-party research service.

> " "Security. Knowing that our Medicare regulated mail times are being met by a company that has an outstanding business continuity plan. "
>
> "Reduced manual work for 1-2 staff a day. Reduced day to day operations costs. "

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select Quadient:

- The main drivers for purchasing a document automation solution such as Quadient Impress:
  - Optimize some or all outbound mail processes
  - Eliminate manual mail processing steps to re-allocate key employees to core tasks
  - Reduce the overall cost of outbound customer communications
  - Mitigate risks and maintain compliance with internal and/or external requirements
- The most important factors when selecting Quadient Impress as their document automation solution:
  - Ease of use of the solution
  - Reporting and visibility of all outbound communications
  - Secure system to protect customer data
  - Simple implementation to avoid disruption to their business
  - Support after go live

### Company Profile

Company:
**Southwestern Health Resources**

Company Size:
**Medium Enterprise**

Industry:
**Healthcare**

## Use Case

The key features and functionalities of Quadient that the surveyed company uses:

- They approximately send between 25,000 and 100,000 customer communications per month.
- They work in the Compliance department.
- How they handled outbound communication processes prior to implementing Quadient Impress:
  - Manually

## Results

The surveyed company achieved the following results with Quadient:

- Rates the following capabilities of the solution based on their use of Quadient Impress:
  - ease of use: very satisfied
  - reporting: very satisfied
  - Saas-based architecture: very satisfied
  - secure system: very satisfied
  - simple implementation: very satisfied
  - ongoing support: very satisfied
- Estimates the impact the solution has had on their department:
  - eliminated errors: > 75%
  - increased customer satisfaction: > 75%
  - improved speed of document delivery: > 75%
  - reduced time spent processing mail: > 75%
  - increased cost savings: > 75%
  - reduced returned mail: 50 – 75%
- Indicates the impact Quadient Impress has had on their organization:
  - ability to focus employees on higher value tasks: high impact
  - enhanced corporate image by creating best -in-class communications: high impact
  - improved look and feel of outbound communications: high impact
  - reporting and compliance on outbound communications: high impact
  - efficiency and job satisfaction of your employees: high impact